



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION, OFFICE FOR INFORMATION
RESOURCES, DATA NETWORKING AND TELECOMMUNICATIONS DIVISION

REQUEST FOR PROPOSALS
FOR
PAYPHONE SERVICE

RFP NUMBER: RFP 317.03-117

January 5, 2005

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1 INTRODUCTION

1.1 Statement of Purpose

The State of Tennessee, Department of Finance and Administration, Office for Information Resources, Data Networking and Telecommunications Division, hereinafter referred to as the State, has issued this Request for Proposals (RFP) to define the State's minimum service requirements; solicit proposals; detail proposal requirements; and, outline the State's process for evaluating proposals and selecting the contractor.

Through this RFP, the State seeks to buy the best services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, persons with a disability, and small business enterprises, opportunity to do business with the State as contractors and sub-contractors.

The State intends to secure a contract for a statewide, turnkey payphone services prime Contractor who may have subcontractors to engineer, provide, install, and maintain pay phones/stations including TDD, local service, intraLATA and interLATA long distance service, directory assistance, operator assistance and maintenance. Note that joint venture arrangements are not permitted under this procurement. The Contractor shall provide enclosures, concrete pads, poles, pedestals, light fixtures, light bulbs and bear the full cost of installation and maintenance of AC electrical service from the State provided outlet located nearby to the payphone site required for the lighting of enclosures as required. The Contractor shall also bear full cost and responsibility for the operation of TDD. The anticipated start date of the contract is March 9, 2005. It is the desire of the State that by April 15, 2005, all locations and equipment listed in Attachment 6.7 will be installed under the contract pursuant to this RFP.

In the past, pay phones have been viewed as profit making services. Cell phone technology has significantly reduced pay phone usage, rendering many locations that once were profitable, and now liabilities. While some State payphones may be considered profitable, they are the minority. Safety and visitor accommodation needs dictate pay phone presence at many State locations that are no longer profitable. In June of 2004, Cincinnati Bell estimated this year's total revenue for the State's 400 payphones would be approximately \$244,000. However, see section 1.5.10.

The State seeks a stable contract for payphone services that will last beyond the changing industry and the falling revenues. The State does not seek commission payments. The State requires a cost proposal that details, separately, the following costs:

- one initial conversion cost per existing State payphone converted with the new contract;
- one monthly cost per payphone, regardless of revenue now or in the future;
- one installation cost for a move or change of an existing telephone;
- one cost for a new payphone added;
- one cost for a TDD added; and
- one cost for site preparation and installation of a new payphone with or without TDD.

Existing payphone services for the State are provided by Cincinnati Bell Public Communications, Inc. (CBPC). CBPC has agreed to continue to provide service until successful transition to the new Contractor, to work with the new Contractor to transition all service and lines and to transfer all equipment currently in place to the new Contractor, at no cost to the new Contractor. CBPC will transfer existing line numbers where allowed by the Local Exchange Carrier (LEC). The new Contractor must agree to provide the same transition and transfer of all installed equipment and services at the end of the contract period resulting from this RFP i.e., the new Contractor shall perform

the transition, transferring ownership of existing equipment and lines, and perform all services associated therewith at no cost to the subsequent vendor.

Attachment 6.8 is a listing of equipment provided by our previous contractor to CBPC in November 2003. This listing may not be complete. CBPC changed the payphones to Protel 8000 sets. Note: Three locations indicate Inmate systems installed. Moccasin Bend was changed to the Protel 8000 sets. Wilder Youth and Woodland Hills will be changed to collect only payphones with conversion. It is anticipated that the sets will come from other locations that will be disconnected with conversion.

Conversion to the new contractor with this contract will include a site visit with equipment documentation, lock change (new lock provided by contractor), removal of any CBPC signage and logos and replacement signage. Conversion at each site will be in accordance with Contract Section A.8, leaving each site clean, neat and orderly.

Attachment 6.7, "Payphone List", is a listing of all known State payphone locations. Most State payphones are currently in place with no monthly charge. With this contract, the State may choose to disconnect 1/3 or more of its existing payphones. Disconnection of State payphones will be determined by the State, not the Contractor. Upon contract initiation, the Contractor must verify with the State if additional locations have been added, or if locations have been deleted from Attachment 6.7.

All Proposers must be presently authorized to operate a payphone service within the State of Tennessee prior to submission of a proposal and shall furnish their Tennessee Regulatory Authority (TRA) Authorization Number and provide a copy of the same authorization in their proposal.

All installations and services proposed under this RFP must meet fully the rules of the Tennessee Regulatory Authority, Division of Public Utilities, Chapter 1220-4-2, Regulations for Telephone Companies. These regulations can be found on the Internet at www.state.tn.us. Go to the Directories and select A to Z Departments and Agencies. Page through this directory and select Tennessee Regulatory Authority. At the TRA homepage, select TRA Rules; page down to 1220-4-2 and select these rules.

The long distance rates charged under this contract shall not exceed the actual rates, charges and surcharges that would have been applied to the call had it been completed by BellSouth (Intra and inter LATA and/or intra and inter state) based on call type, distance, duration, time of day and day of week.

These maximum rates have been established to protect the citizens of the State of Tennessee from paying excessive rates for utilizing public payphones. Rate changes must be implemented within 30 days after State approval at no cost to the State.

At the present time, the payphones installed at State locations are "smart payphones". The State's end-users of payphones are accustomed to the look, feel, and quality level of established smart payphones provided by CBPC. Any existing payphone equipment (signs, lights, sets, enclosures, etc.) that is replaced as a result of this RFP shall be replaced with equipment of comparable function and appearance (i.e., flush mount replaced by flush mount; TDD with TDD). The Proposer must receive approval from the State of all field equipment and prior authorization from the State for changes, moves, adds and deletes of equipment.

The Proposer's service shall utilize touch-tone signaling and should have amplification with volume controls. The Proposer shall provide callers with control of the keypad throughout the call duration in order to facilitate access to call and voice processing services provided by other sources

All payphones equipped with TDD units shall have the UltraTec model number M240 FS units, the equivalent, or better. Payphone locations with TDD units currently installed will continue the TDD service.

Proposers are reminded that they will be responsible for all installations and maintenance of payphone and TDD equipment and services and the State shall not be held responsible for any damages inflicted to these devices by the public.

All State payphone locations are currently in compliance with the Americans with Disabilities Act. The Proposer is responsible for ADA adherence for new installations and moves or changes during the entire term of the contract.

The quality of transmission for Contractor calls should be comparable to that of service provided by BellSouth.

1.2 Scope of Service, Contract Period, and Required Terms and Conditions

The RFP Attachment 6.1, *Pro Forma* Contract details the State's required:

- Scope of Services and Deliverables in Section A;
- Contract Period in Section B;
- Payment Terms in Section C;
- Standard Terms and Conditions in Section D; and,
- Special Terms and Conditions in Section E.

The *pro forma* contract represents the contract document that the Proposer selected by the State MUST agree to and sign.

1.3 Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the State's contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the State or in the employment practices of the State's contractors. Accordingly, all vendors entering into contracts with the State shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

The State has designated the following to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and applicable federal regulations.

Buddy Lea, Director
 Division of Resource Development and Support
 12th Floor, William R. Snodgrass TN Tower
 312 8th Avenue North
 Nashville, TN 37243
 615-741-6049

1.4 Assistance to Proposers With a Disability

A Proposer with a disability may receive accommodation regarding the means of communicating this RFP and participating in this RFP process. A Proposer with a disability should contact the RFP Coordinator to request reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

1.5 RFP Communications

- 1.5.1 Unauthorized contact regarding this RFP with employees or officials of the State of Tennessee other than the RFP Coordinator detailed below may result in disqualification from this procurement process.**
- 1.5.1.1 Interested Parties must direct all communications regarding this RFP to the following RFP Coordinator, who is the state of Tennessee's only official point of contact for this RFP.
- Mitzi Hale, RFP Coordinator
 18th Floor, William R. Snodgrass TN Tower
 312 8th Avenue North
 Nashville, TN 37243
 Phone: 615-741-3735
 Fax: 615-741-4589
 Email: Mitzi.Hale@state.tn.us
- 1.5.1.2 Notwithstanding the foregoing, Interested Parties may contact the staff of the Governor's Office of Diversity Business Enterprise for general, public information regarding this RFP, assistance available from the Governor's Office of Diversity Business Enterprise, or potential future state procurements.
- 1.5.2 The State has assigned the following RFP identification number that must be referenced in all communications regarding the RFP:
- RFP 317.03-117
- 1.5.3 Any oral communications shall be considered unofficial and non-binding with regard to this RFP.
- 1.5.4 Each Proposer shall assume the risk of the method of dispatching any communication or proposal to the State. The State assumes no responsibility for delays or delivery failures resulting from the method of dispatch. Actual or electronic "postmarking" of a communication or proposal to the State by a deadline date shall not substitute for actual receipt of a communication or proposal by the State.
- 1.5.5 The RFP Coordinator must receive all written comments, including questions and requests for clarification, no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.5.6 The State reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification. The State's official responses and other official communications pursuant to this RFP shall constitute an amendment of this RFP.
- 1.5.7 The State will convey all official responses and communications pursuant to this RFP to the potential proposers from whom the State has received a Notice of Intent to Propose.
- 1.5.8 Only the State's official, written responses and communications shall be considered binding with regard to this RFP.
- 1.5.9 The State reserves the right to determine, at its sole discretion, the method of conveying official responses and communications pursuant to this RFP (e.g., written, facsimile, electronic mail, or Internet posting). Most official notices will be posted on the following website:
<http://state.tn.us/finance/oir/pcm/rfps.html>
- 1.5.10 Any data or factual information provided by the State, in this RFP or an official response or communication, shall be deemed for informational purposes only, and if a Proposer relies on such data or factual information, the Proposer should independently verify the information.
- 1.6 Notice of Intent to Propose**

Each potential Proposer should submit a Notice of Intent to Propose to the RFP Coordinator by the deadline detailed in the RFP Section 2, Schedule of Events. The notice should include:

- Proposer's name
- name and title of a contact person
- address, telephone number, and facsimile number of the contact person
- email address of contact person

NOTICE: A Notice of Intent to Propose creates no obligation and is not a prerequisite for making a proposal, however, it is necessary to ensure receipt of RFP amendments and other communications regarding the RFP (refer to RFP Sections 1.5, *et seq.*, above).

1.7 Proposal Deadline

Proposals must be submitted no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. A proposal must respond to the written RFP and any RFP exhibits, attachments, or amendments. A late proposal shall not be accepted, and a Proposer's failure to submit a proposal before the deadline shall cause the proposal to be disqualified.

1.8 Pre-Proposal Conference

A Pre-Proposal Conference will be held at the time and date detailed in the RFP Section 2, Schedule of Events. The purpose of the conference is to discuss the RFP scope of services. While questions will be entertained, the response to any question at the Pre-Proposal Conference shall be considered tentative and non-binding with regard to this RFP. Questions concerning the RFP should be submitted in writing prior to the Written Comments Deadline date detailed in the RFP Section 2, Schedule of Events. To ensure accurate, consistent responses to all known potential Proposers, the official response to questions will be issued by the State as described in RFP Sections 1.5, *et seq.*, above and on the date detailed in the RFP Section 2, Schedule of Events.

Pre-Proposal Conference attendance is not mandatory, and each potential Proposer may be limited to a maximum number of attendees depending upon overall attendance and space limitations. The conference will be held at:

William R. Snodgrass TN Tower
312 8th Avenue North
15th Floor, Conference Room A
Nashville, TN 37243

1.9 Performance Bond

The State shall require a performance bond upon approval of a contract pursuant to this RFP. The amount of the performance bond must be in the sum of One Hundred Thousand Dollars (\$100,000.00). The successful Proposer shall obtain the required performance bond in form and substance acceptable to the State (refer to RFP Attachment 6.6) and provide it to the State no later than the Performance Bond Deadline date detailed in the RFP Section 2, Schedule of Events. Failure to provide the performance bond prior to the deadline as required shall result in contract termination.

In lieu of a performance bond, a surety deposit, in the sum of One Hundred Thousand Dollars (\$100,000), may be substituted if approved by the State prior to its submittal.

2 RFP SCHEDULE OF EVENTS

The following Schedule of Events represents the State's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events will be between 8:00 a.m. and 4:30 p.m., Central Time.

RFP SCHEDULE OF EVENTS		
NOTICE: The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. The State will communicate any adjustment to the Schedule of Events to the potential proposers from whom the State has received a Notice of Intent to Propose.		
EVENT	TIME	DATE (all dates are state business days)
1. State Issues RFP		1/5/2005
2. Disability Accommodation Request Deadline		1/12/2005
3. Pre-proposal Conference	1:00 PM	1/14/2005
4. Notice of Intent to Propose Deadline		1/19/2005
5. Written Comments Deadline		1/24/2005
6. State Responds to Written Comments		1/31/2005
7. Proposal Deadline	2:00 p.m.	2/7/2005
8. State Completes Technical Proposal Evaluations		2/14/2005
9. State Opens Cost Proposals and Calculates Scores	9:00 a.m.	2/15/2005
10. State Issues Evaluation Notice <u>and</u> Opens RFP Files for Public Inspection	9:00 a.m.	2/16/2005
11. Contract Signing		3/1/2005
12. Contract Signature Deadline		3/8/2005
13. Performance Bond Deadline		4/13/2005
14. Contract Start Date		3/9/2005

3 PROPOSAL REQUIREMENTS

Each Proposer must submit a proposal in response to this RFP with the most favorable terms that the Proposer can offer. There will be no best and final offer procedure.

3.1 Proposal Form and Delivery

3.1.1 Each response to this RFP must consist of a Technical Proposal and a Cost Proposal (as described below).

3.1.2 Each Proposer must submit one (1) original and seven (7) copies of the Technical Proposal to the State in a sealed package that is clearly marked:

“Technical Proposal in Response to RFP 317.03-117 -- Do Not Open”

3.1.3 Each Proposer must submit one (1) Cost Proposal to the State in a separate, sealed package that is clearly marked:

“Cost Proposal in Response to RFP 317.03-117 -- Do Not Open”

3.1.4 If a Proposer encloses the separately sealed proposals (as detailed above) in a larger package for mailing, the Proposer must clearly mark the outermost package:

“Contains Separately Sealed Technical and Cost Proposals for RFP 317.03-117”

3.1.5 The State must receive all proposals in response to this RFP, at the following address, no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events.

Department of Finance and Administration
Office for Information Resources
Attn: Mitzi Hale
312 8th Avenue North
Suite 1800, Snodgrass TN Tower
Nashville, TN 37243-1510

3.1.6 A Proposer may not deliver a proposal orally or by any means of electronic transmission.

3.2 Technical Proposal

3.2.1 The RFP Attachment 6.3, Technical Proposal and Evaluation Guide details specific requirements for making a Technical Proposal in response to this RFP. This guide includes mandatory and general requirements as well as technical queries requiring a written response.

NOTICE: No pricing information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts in the Technical Proposal shall make the proposal non-responsive and the State shall reject it.

3.2.2 Each Proposer must use the Technical Proposal and Evaluation Guide to organize, reference, and draft the Technical Proposal. Each Proposer should duplicate the Technical Proposal and Evaluation Guide and use it as a table of contents covering the Technical Proposal (adding proposal page numbers as appropriate).

3.2.3 Each proposal should be economically prepared, with emphasis on completeness and clarity of content. A proposal, as well as any reference material presented, must be written in English and must be written on standard 8 1/2" x 11" paper (although foldouts containing charts, spreadsheets, and oversize exhibits are permissible). All proposal pages must be numbered.

- 3.2.4 All information included in a Technical Proposal should be relevant to a specific requirement detailed in the Technical Proposal and Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.
- 3.2.5 The State may determine a proposal to be non-responsive and reject it if the Proposer fails to organize and properly reference the Technical Proposal as required by this RFP and the Technical Proposal and Evaluation Guide.
- 3.2.6 The State may determine a proposal to be non-responsive and reject it if the Technical Proposal document fails to appropriately address/meet all of the requirements detailed in the Technical Proposal and Evaluation Guide.

3.3 Cost Proposal

- 3.3.1 The Cost Proposal must be submitted to the State in a sealed package separate from the Technical proposal.
- 3.3.2 Each Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.4, Cost Proposal and Evaluation Guide.
- 3.3.3 Each Proposer shall ONLY record the proposed cost exactly as required by the Cost Proposal and Evaluation Guide and shall NOT record any other rates, amounts, or information.
- 3.3.4 The proposed cost shall incorporate all costs for services under the contract for the total contract period.
- 3.3.5 The Proposer must sign and date the Cost Proposal.
- 3.3.6 If a Proposer fails to submit a Cost Proposal as required, the State shall determine the proposal to be non-responsive and reject it.

4 GENERAL REQUIREMENTS & CONTRACTING INFORMATION

4.1 Proposer Required Review and Waiver of Objections

Each Proposer must carefully review this RFP and all attachments, including but not limited to the *pro forma* contract, for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called “comments”). Comments concerning RFP objections must be made in writing and received by the State no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events. This will allow issuance of any necessary amendments and help prevent the opening of defective proposals upon which contract award could not be made.

Protests based on any objection shall be considered waived and invalid if these comments/objections have not been brought to the attention of the State, in writing, by the Written Comments Deadline.

4.2 RFP Amendment and Cancellation

The State reserves the unilateral right to amend this RFP in writing at any time. If an RFP amendment is issued, the State will convey such amendment to the potential proposers who submitted a Notice of Intent to Propose. Each proposal must respond to the final written RFP and any exhibits, attachments, and amendments.

The State of Tennessee reserves the right, at its sole discretion, to cancel and reissue this RFP or to cancel this RFP in its entirety in accordance with applicable laws and regulations.

4.3 Proposal Prohibitions and Right of Rejection

4.3.1 The State of Tennessee reserves the right, at its sole discretion, to reject any and all proposals in accordance with applicable laws and regulations.

4.3.2 Each proposal must comply with all of the terms of this RFP and all applicable State laws and regulations. The State may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP. The State may consider any proposal that does not meet the requirements of this RFP to be non-responsive, and the State may reject such a proposal.

4.3.3 A proposal of alternate services (*i.e.*, a proposal that offers services different from those requested by this RFP) shall be considered non-responsive and rejected.

4.3.4 A Proposer may not restrict the rights of the State or otherwise qualify a proposal. The State may determine such a proposal to be a non-responsive counteroffer, and the proposal may be rejected.

4.3.5 A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the State may determine, at its sole discretion, the proposal to be a non-responsive counteroffer, and the proposal may be rejected.

4.3.6 A Proposer shall not submit more than one proposal. Submitting more than one proposal shall result in the disqualification of the Proposer.

4.3.7 A Proposer shall not submit multiple proposals in different forms. This prohibited action shall be defined as a Proposer submitting one proposal as a prime contractor and permitting a second Proposer to submit another proposal with the first Proposer offered as a subcontractor. This restriction does not prohibit different Proposers from offering the same subcontractor as a part of their proposals, provided that the subcontractor does not also submit a proposal as a prime contractor. Submitting multiple proposals in different forms may result in the disqualification of all Proposers knowingly involved.

4.3.8 The State shall reject a proposal if the Cost Proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any

other Proposer. Regardless of the time of detection, the State shall consider any of the foregoing prohibited actions to be grounds for proposal rejection or contract termination.

- 4.3.9 The State shall not contract with or consider a proposal from:
- 4.3.9.1 an individual who is, or within the past six months has been, an employee or official of the State of Tennessee;
 - 4.3.9.2 a company, corporation, or any other contracting entity in which an ownership of two percent (2%) or more is held by an individual who is, or within the past six months has been, an employee or official of the State of Tennessee (this shall not apply either to financial interests that have been placed into a "blind trust" arrangement pursuant to which the employee does not have knowledge of the retention or disposition of such interests or to the ownership of publicly traded stocks or bonds where such ownership constitutes less than 2% of the total outstanding amount of the stocks or bonds of the issuing entity);
 - 4.3.9.3 a company, corporation, or any other contracting entity which employs an individual who is, or within the past six months has been, an employee or official of the State of Tennessee in a position that would allow the direct or indirect use or disclosure of information, which was obtained through or in connection with his or her employment and not made available to the general public, for the purpose of furthering the private interest or personal profit of any person; or,
 - 4.3.9.4 any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFP or its scope of services shall be considered to have been given information that would afford an unfair advantage over other Proposers, and such individual, company, or other entity may not submit a proposal in response to this RFP.
 - 4.3.9.5 For the purposes of applying the requirements of RFP subsection 4.3.9, *et. seq.*, an individual shall be deemed an employee or official of the State of Tennessee until such time as all compensation for salary, termination pay, and annual leave has been paid.
 - 4.3.10 The State reserves the right, at its sole discretion, to waive a proposal's variances from full compliance with this RFP. If the State waives minor variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Proposer from full compliance with such. Notwithstanding any minor variance, the State may hold any Proposer to strict compliance with this RFP.

4.4 Incorrect Proposal Information

If the State determines that a Proposer has provided, for consideration in this RFP process or subsequent contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect, that proposal shall be determined non-responsive and shall be rejected.

4.5 Proposal of Additional Services

If a proposal offers services in addition to those required by and described in this RFP, the additional services may be added to the contract before contract signing at the sole discretion of the State. Notwithstanding the foregoing, a Proposer shall not propose any additional cost amount(s) or rate(s) for additional services.

NOTICE: The Proposer's Cost Proposal shall record only the proposed cost as required in this RFP and shall not record any other rates, amounts, or information. If a Proposer fails to submit a Cost Proposal as required, the State shall determine the proposal to be non-responsive and shall reject the proposal.

4.6 Assignment and Subcontracting

- 4.6.1 The Proposer awarded a contract pursuant to this RFP may not subcontract, transfer, or assign any portion of the contract without the State's prior, written approval.

- 4.6.2 A subcontractor may only be substituted for a proposed subcontractor at the discretion of the State and with the State's prior, written approval.
- 4.6.3 At its sole discretion, the State reserves the right to refuse approval of any subcontract, transfer, or assignment.
- 4.6.4 Notwithstanding State approval of each subcontractor, the Proposer, if awarded a contract pursuant to this RFP, shall be the prime contractor and shall be responsible for all work performed.

4.7 Right to Refuse Personnel

At its sole discretion, the State reserves the right to refuse any personnel, of the prime contractor or a subcontractor, for use in the performance of a contract pursuant to this RFP.

4.8 Insurance

The State may require the apparent successful Proposer to provide proof of adequate worker's compensation and public liability insurance coverage before entering into a contract. Additionally, the State may require, at its sole discretion, the apparent successful Proposer to provide proof of adequate professional malpractice liability or other forms of insurance. Failure to provide evidence of such insurance coverage is a material breach and grounds for termination of the contract negotiations. Any insurance required by the State shall be in form and substance acceptable to the State.

4.9 Licensure

Before a contract pursuant to this RFP is signed, the apparent successful Proposer must hold all necessary, applicable business and professional licenses. The State may require any or all Proposers to submit evidence of proper licensure.

4.10 Service Location and Work Space

The service pursuant to this RFP is to be performed, completed, managed, and delivered as detailed in the RFP Attachment 6.1, *Pro Forma* Contract. Workspace on the State's premises may be available for contractor use in accordance with the *pro forma* contract or at the State's discretion.

4.11 Proposal Withdrawal

A Proposer may withdraw a submitted proposal at any time up to the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. To do so, a Proposer must submit a written request, signed by a Proposer's authorized representative to withdraw a proposal. After withdrawing a previously submitted proposal, a Proposer may submit another proposal at any time up to the Proposal Deadline.

4.12 Proposal Errors and Amendments

Each Proposer is liable for all proposal errors or omissions. A Proposer will not be allowed to alter or amend proposal documents after the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

4.13 Proposal Preparation Costs

The State will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

4.14 Disclosure of Proposal Contents

Each proposal and all materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Selection or rejection of a proposal does not affect this right. All

proposal information, including detailed price and cost information, shall be held in confidence during the evaluation process. Notwithstanding, a list of actual proposers submitting timely proposals may be available to the public, upon request, directly after technical proposals are opened by the state.

Upon the completion of the evaluation of proposals, indicated by public release of an Evaluation Notice, the proposals and associated materials shall be open for review by the public in accordance with *Tennessee Code Annotated*, Section 10-7-504(a)(7). By submitting a proposal, the Proposer acknowledges and accepts that the full proposal contents and associated documents shall become open to public inspection.

4.15 Contractor Registration

All service contractors with state of Tennessee contracts must be registered through the Department of Finance and Administration's Service Provider Registry prior to contract approval. However, registration with the state is not required to make a proposal (any unregistered service provider must simply register as required prior to the final contract approval). Refer to the following Internet URL for more information about the Service Provider Registry and to register "on-line."

www.state.tn.us/finance/rds/ocr/sprs.html

4.16 Contract Approval

The RFP and the contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Proposer with the apparent best-evaluated proposal or any other Proposer. Contract award and State obligations pursuant thereto shall commence only after the contract is signed by the Contractor and the head of the procuring state agency and after the contract is approved and signed by all other State officials as required by State laws and regulations.

4.17 Contract Payments

All contract payments shall be made in accordance with the contract's Payment Terms and Conditions provisions (refer to RFP Attachment 6.1, *Pro Forma* Contract, Section C). No payment shall be made until the contract is approved as required by State laws and regulations. Under no conditions shall the State be liable for payment of any type associated with the contract or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before contract approval by State officials as required by applicable statutes and rules of the State of Tennessee or before the contract start date or after the contract end date specified by the contract.

4.18 Contractor Performance

The Contractor shall be responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and acceptance by the State. The State may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. At reasonable times, the State may inspect those areas of the Contractor's place of business that are related to the performance of the contract. If the State requires such an inspection, the Contractor shall provide reasonable access and assistance.

4.19 Contract Amendment

During the course of this contract, the State may request the Contractor to perform additional work for which the Contractor would be compensated. That work shall be within the general scope of this RFP. In such instances, the State shall provide the Contractor a written description of the additional work, and the Contractor shall submit a time schedule for accomplishing the additional work and a price for the additional work based on the rates included in the Contractor's proposal to this RFP. If the State and the Contractor reach an agreement regarding the work and associated compensation, such agreement shall be effected by means of a contract amendment. Any such amendment requiring additional work must be mutually agreed upon by the parties and signed by the Contractor and the

head of the procuring state agency and must be approved by other State officials as required by State laws and regulations. The Contractor shall not commence additional work until the State has issued a written contract amendment and secured all required approvals.

4.20 Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision shall not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Proposers shall be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

5 PROPOSAL EVALUATION & CONTRACT AWARD

5.1 Evaluation Categories and Maximum Points

The State will consider qualifications and experience, technical approach, and cost in the evaluation of proposals. The maximum points that shall be awarded for each of these categories are detailed below.

CATEGORY	MAXIMUM POINTS POSSIBLE
Qualifications and Experience	40
Technical Approach	30
Cost Proposal	30

5.2 Evaluation Process

The proposal evaluation process is designed to award the contract not necessarily to the Proposer of least cost, but rather to the Proposer with the best combination of attributes based upon the evaluation criteria.

- 5.2.1 The RFP Coordinator will use the RFP Attachment 6.3, Technical Proposal and Evaluation Guide to manage the Technical Proposal Evaluation and maintain evaluation records.
 - 5.2.1.1 The RFP Coordinator will review each Technical Proposal to determine compliance with mandatory requirements (refer to RFP Attachment 6.3, Technical Proposal and Evaluation Guide, Technical Proposal Section A). If the RFP Coordinator determines that a proposal may have failed to meet one or more of the mandatory requirements, the Proposal Evaluation Team will review the proposal and document its determination of whether: (1) the proposal meets requirements for further evaluation; (2) the State will request clarifications or corrections; or, (3) the State will determine the proposal non-responsive to the RFP and reject it.
 - 5.2.1.2 A Proposal Evaluation Team, made up of three or more State employees, will evaluate each Technical Proposal that appears responsive to the RFP.
 - 5.2.1.3 Each Proposal Evaluation Team member will independently evaluate each proposal against the evaluation criteria in this RFP, rather than against other proposals, and will score each in accordance with the RFP Attachment 6.3, Technical Proposal and Evaluation Guide.
 - 5.2.1.4 The State reserves the right, at its sole discretion, to request Proposer clarification of a Technical Proposal or to conduct clarification discussions with any or all Proposers. Any such clarification or discussion shall be limited to specific sections of the proposal identified by the State. The subject Proposer shall put any resulting clarification in writing as may be required by the State.
- 5.2.2 After Technical Proposal evaluations are completed, the RFP Coordinator will open the Cost Proposals and use the RFP Attachment 6.4, Cost Proposal and Evaluation Guide to calculate and document the Cost Proposal scores.
- 5.2.3 For each responsive proposal, the RFP Coordinator will add the average Technical Proposal score to the Cost Proposal score (refer to RFP Attachment 6.5, Proposal Score Summary Matrix).

5.3 Contract Award Process

- 5.3.1 The RFP Coordinator will forward the results of the proposal evaluation process to the head of the procuring agency who will consider the proposal evaluation process results and all pertinent

information available to make a determination about the contract award. The State reserves the right to make an award without further discussion of any proposal.

Notwithstanding the foregoing, to effect a contract award to a proposer other than the one receiving the highest evaluation score, the head of the procuring agency must provide written justification for such an award and obtain the written approval of the Commissioner of Finance and Administration and the Comptroller of the Treasury.

- 5.3.2 After the agency head's determination, the State will issue an Evaluation Notice to identify the apparent best-evaluated proposal on the Evaluation Notice date detailed in the RFP Section 2, Schedule of Events.

NOTICE: The Evaluation Notice shall not create rights, interests, or claims of entitlement in either the Proposer with apparent best-evaluated proposal or any other Proposer.

- 5.3.3 The State will also make the RFP files available for public inspection on the Evaluation Notice date detailed in the RFP Section 2, Schedule of Events.

- 5.3.4 The Proposer with the apparent best-evaluated proposal must agree to and sign a contract with the State which shall be substantially the same as the RFP Attachment 6.1, *Pro Forma* Contract.

However, the State reserves the right, at its sole discretion, to add terms and conditions or to revise *pro forma* contract requirements in the State's best interests subsequent to this RFP process. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process.

- 5.3.5 The Proposer with the apparent best-evaluated proposal must sign and return the contract drawn by the State pursuant to this RFP no later than the Contract Signature Deadline date detailed in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed contract by the deadline, the State may determine that the Proposer is non-responsive to the terms of this RFP and reject the proposal.

- 5.3.6 If the State determines that the apparent best-evaluated proposal is non-responsive and rejects the proposal after opening Cost Proposals, the RFP Coordinator will re-calculate scores for each responsive Cost Proposal to determine the new, apparent best-evaluated proposal.

ATTACHMENT 6.1**PRO FORMA CONTRACT**

The *pro forma* contract detailed in this attachment contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from this RFP.

**CONTRACT
BETWEEN THE STATE OF TENNESSEE,
DEPARTMENT OF FINANCE & ADMINISTRATION, OFFICE FOR INFORMATION RESOURCES, DATA
NETWORKING AND TELECOMMUNICATIONS DIVISION**

**AND
[CONTRACTOR NAME]**

This Contract, by and between the State of Tennessee, Department of Finance and Administration, Office for Information Resources, Data Networking and Telecommunications Division, hereinafter referred to as the “State” and [CONTRACTOR LEGAL ENTITY NAME], hereinafter referred to as the “Contractor,” is for the provision of payphones and associated services at facilities designated by the State, as further defined in the “SCOPE OF SERVICES.”

The Contractor is [AN INDIVIDUAL / A FOR-PROFIT CORPORATION / A NONPROFIT CORPORATION / A SPECIAL PURPOSE CORPORATION OR ASSOCIATION / A FRATERNAL OR PATRIOTIC ORGANIZATION / A PARTNERSHIP / A LIMITED LIABILITY COMPANY]. The Contractor’s address is:

[ADDRESS]

The Contractor’s place of incorporation or organization is [STATE OF ORGANIZATION].

A. SCOPE OF SERVICES:

A.1. General Scope. The Contractor will provide and maintain payphone services at State designated sites, in accordance with the requirements expressed herein and in the *Request for Proposals for Payphone Service*, hereinafter referred to as the “RFP.” The services shall entail hardware, infrastructure, line and calling features in accordance with the following:

A.2. Initial Conversion of Existing State Payphones

Current payphone service is provided by Cincinnati Bell Public Communications, Inc. (CBPC). Conversion to the new contractor with this contract will include at a minimum, a site visit with equipment documentation, lock change (new lock to be provided by contractor), removal of any CBPC signage and logos and replacement signage. Conversion at each site will be in accordance with A.9, leaving each site clean, neat and orderly maintaining an attractive environment for users.

CBPC will continue to provide payphone service to the State until successful transition to the new contractor and will work with the new contractor to transition all service and lines and to transfer all equipment currently in place to the new vendor. CBPC will transfer existing line numbers where allowed by the Local Exchange Carrier (LEC). The new Contractor will work with CBPC to provide uninterrupted service where possible and to orderly and smoothly convert all locations.

The new Contractor must agree to provide the same transition services and transfer of all installed equipment and services at the end of the contract period resulting from this RFP to the newly chosen contractor at that time.

A.2.a. Conversion Deadline. By April 15, 2005, all locations and equipment listed in Attachment 6.7, "Payphone List" must be converted by the Contractor.

A.2.b. Payphone Equipment. RFP Attachment 6.8, "Equipment List," is a listing of equipment provided by our previous contractor to CBPC in November 2003. This listing may not be complete. CBPC changed the payphones to Protel 8000 sets. Note: Three locations indicate Inmate systems installed. Moccasin Bend was changed to the Protel 8000 sets. Wilder Youth and Woodland Hills will be changed to collect only payphones with conversion. It is anticipated that the sets will come from other locations that will be disconnected with conversion.

As payphones are disconnected, the Contractor will keep an inventory of not less than ten (10) for future installation at new locations. Equipment removed after 10 are in inventory will remain the property of the Contractor and may be reused elsewhere or disposed of by the Contractor. Installation of these reserved State payphones will be considered a move or change.

A.2.c. Payphone Location. RFP Attachment 6.7, "Payphone List," is a listing of all State payphone locations. Most State payphones are currently in place with no monthly charge. With this contract, the State may choose to disconnect 1/3 or more of it's existing payphones. Disconnection of State payphones will be determined by the State, not the Contractor. Upon contract initiation, the Contractor must verify with the State if additional locations have been added, or if locations have been deleted from Attachment 6.7.

A.2.d. Conversion Plan and Site Documentation.

- i. Contractor will document an initial installation conversion plan. The plan will include all locations and dates of conversion.
- ii. Upon completion of each payphone conversion, the Contractor shall provide written notification to the State which shall include the following:
 - Site Name
 - Site Address
 - Telephone Number (old and new if changed)
 - Activation Date
 - Services LEC/LATA number
 - Type of instrument and list of equipment installed
 - Statement of Adherence that test calls have been placed, completed, and rated properly
 - Statement of Adherence to all applicable ADA Standards for the location
 - Statement of Adherence to all FCC and TRA "information posting" requirements
 - Signature of Authorized Contractor Representative

- iii. If upon determination by the State that the payphone location is found to be non-compliant with the Statements of Adherence (Contract Section A.2.d.ii, above) for test calls and information posting, the Contractor shall be notified and shall have 2 full business days to bring the location into compliance.

All State payphone locations are believed to be currently in compliance with the Americans with Disabilities Act. If any are found non-compliant, the State shall issue a work request to bring the location into compliance. Work request requirements shall be the same as described in Contract Section A.4.a.

The State can be billed no more than the established move and/or change charge to bring a currently installed location to compliance.

Any and all fines and penalties that may be levied by any governing authority for non-compliance with any Federal, State or local law shall be the responsibility of the Contractor.

- A.2.e. Contractor shall be compensated for the initial conversion of existing payphone locations in accordance with Contract Section C.3.a.
- A.3. Service Requirements.
- A.3.a. Contractor will be responsible for maintenance of payphone and TDD equipment and services and the State shall not be held responsible for any damages inflicted to these devices by the public.
- A.3.b. The Proposer's service shall utilize touch-tone signaling and should have amplification with volume controls. The Proposer shall provide callers with control of the keypad throughout the call duration in order to facilitate access to call and voice processing services provided by other sources.
- A.3.c. Customer Information. The most current version of Section 64.703 of Title 47 of the Code of Federal Regulations regarding customer information requires the following of the Contractor:
- i. Identify itself, audibly and distinctly, to the user at the beginning of each telephone call and before the user incurs any charge for the call
 - ii. Permit the user to terminate the telephone call at no charge before the call is connected
 - iii. Disclose immediately to the user, upon request and at no charge to the user
 - A quotation of its rates or charges for the call
 - The methods by which such rates or charges will be collected
 - The methods by which complaints concerning such rates, charges, or collection practices will be resolved
 - iv. Post on or near the telephone instrument, in plain view of users:
 - The name, address, and toll-free telephone number of the provider of operator services
 - A written disclosure that the rates for all operator-assisted calls are available on request, and that users have a right to obtain access to the interLATA or Interstate common carrier of their choice and may contact their preferred Interstate common carriers for information on accessing that carrier's service using that telephone
 - The name and address of the Common Carrier Bureau of the Federal Communications Commission (FCC Common Carrier Bureau; 2025 M Street, N.W; Washington, D.C. 20554), to which the user may direct complaints regarding operator services.
 - A sign stating:
 "NOTICE: This Contractor is a recipient of taxpayer funding. If you observe an employee engaging in any activity which you consider to be illegal or improper, please call the State Comptroller's toll free hotline: 1-800-232-5454"
 - v. Each payphone location shall have signage that is ADA compliant.
- A.3.d. Required telephone lines for completion of local calls, access to operator services and completion of long distance calls shall be provided. Full cost of installing, providing and maintaining the telephone line access services to each payphone site shall be the responsibility of the Contractor. Access lines shall be provided on an equal access "PIC" basis and not deny access to other carriers. The Contractor must bear all costs of "PIC" changes, if any, for all public payphone lines.
- A.3.e. The long distance rates charged under this contract shall not exceed the actual rates, charges and surcharges that would have been applied to the call had it been completed by BellSouth (Intra and inter LATA and intra and inter state) based on call type, distance, duration, time of day and day of week.

These maximum rates have been established to protect the citizens of the State of Tennessee from paying excessive rates for utilizing public payphones. The rates and fees that are permissible under current FCC and TRA regulations for payphone services when this contract goes into effect may be subject to change during the term of the contract. Rate changes must be implemented within 30 days after State approval at no cost to the State.

A.3.f. At a minimum, callers shall be allowed to place the following types of calls:

- User Dialed Calling Card Station-to-Station
- User Dialed Calling Card Person-to-Person
- User Dialed Collect or Third Number Billed Station-to-Station
- User Dialed Collect or Third Number Billed Person-to-Person
- Operator Dialed Calling Card Station-to-Station
- Operator Dialed Collect or Third Number Billed Station-to-Station
- Operator Dialed Collect or Third Number Billed Person-to-Person

Additionally, the Contractor shall allow callers to place Real Time Rated/Coin Sent Paid (coins deposited in the coin box) calls:

- User Dialed (1 +) Station to Station
- Local

A.3.g. At a minimum, callers shall be allowed to place coin free and free of charge the following types of calls:

- 911 (emergency)
- 0 for live Emergency Operator Assistance
- 1-8XX (toll free)
- 10XXXX
- 950-10XX
- Request for repairs, refunds, rate quotes

No blockage of the above type of calls will be allowed. If the Contractor is found to be blocking any of these free call types, it may be grounds for contract termination.

A.3.h. Real Time/Coin Sent Paid local messages to be placed within the basic local calling area of a payphone location shall be allowed.

Callers shall be allowed to place local messages and bill them Collect, Third Number or Calling Card.

A.3.i. Callers shall be allowed to place Local, intraLATA Directory Assistance Calls and interLATA Directory Assistance calls. Charges for Directory Assistance calls (1+411, 0+411, 1+NPA+555+1212, 0+NPA+555+1212) shall be capped at the applicable BellSouth rate for a Directory Assistance call as governed by the TRA approved Services Tariff. Callers shall be allowed to bill 0+ calls Third Number and Calling Card with surcharges capped at the applicable BellSouth surcharge for the same type call.

A.3.j. IntraLATA Messages. Callers shall be allowed to place intraLATA Messages billed Real Time/Coin Sent Paid, Collect, Third Number Billed or Calling Card.

A.3.k. InterLATA/Intrastate Messages. Callers shall be allowed to place interLATA Intrastate Messages billed, Sent-Paid, Collect, Third Number Billed or Calling Card.

A.3.l. Callers shall be allowed to place Interstate Messages billed Sent-Paid, Collect, Third Number Billed or Calling Card.

A.3.m. It is allowed to bill minimum call duration of [NUMBER] [SECONDS OR MINUTES] for all completed calls placed outside of the basic local calling area of a payphone location. Calls of greater than [NUMBER] [SECONDS OR MINUTES] duration may be billed in increments of [NUMBER] [SECONDS OR MINUTES], or less. The time observed at the calling station at the beginning of each call determines the

applicable rate period. The Proposer will provide, as submitted in the Technical Proposal & Evaluation Guide, Section C.4, the information to be inserted above.

The Contractor shall utilize answer supervision to initiate billing in all cases where it is supplied by the terminating central office/PBX. When Answer Supervision is not provided from the terminating location, the Contractor's service shall default to software Answer Detection techniques.

Chargeable time for a Station-to-Station call begins when the called station answers. Chargeable time for a Person-to-Person call begins when the connection is established between the calling party and the specified person, department, PBX station, or an agreed alternate.

Chargeable time ends when the calling party "hangs up" thereby releasing the network connection. If the called party "hangs up" but the calling party does not, chargeable time ends when the network connection is released either by automatic timing equipment or by the Contractor's operator.

Chargeable time shall not include time lost because of faults or defects in the service.

- A.3.n. Collection of Real-Time/Sent-Paid Charges. First minute charges Real Time/Coin Sent Paid rated calls include the applicable first minute cost, applicable service charges and surcharges, and applicable taxes. The total charge is computed and rounded to the nearest multiple of \$0.05.

Additional minute, or increments thereof, charges for Real Time/Coin Sent Paid rated calls include the applicable additional minute rate plus applicable taxes. The total charge is computed and rounded up to the nearest multiple of \$0.05.

- A.3.o. Callers shall be provided with the ability to make station-to-station and person-to-person collect and third number billed calls to anywhere within the United States and its possessions; and to international locations when allowed. The Contractor is encouraged but not required to verbally validate caller's authorization for third number billings in order to discourage fraud and to reduce billing adjustments for unauthorized calls billed to the end user.

The Contractor shall check local exchange carrier (LEC) databases for billed number screening restrictions before each Collect and each Third Number Billed call is completed. The Contractor shall be liable for all costs associated with calls completed to telephone numbers subscribing to these type restrictions. The Contractor shall, upon notification from the billed party, immediately credit the billed party account. Failure on the part of Contractor to check the LEC databases may result in cancellation of this contract and forfeiture of any performance guarantee.

- A.3.p. Callers shall be provided the ability to make station-to-station and person-to-person, domestic and international calling card calls. At a minimum, the following calling cards must be accepted:

- Pre-subscribed Interexchange Carrier (IXC)
- Other IXC using 950-10XX or 10XXXX Dialing
- Local Exchange Carriers (LECs)

This does not preclude the Contractor from accepting other credit/calling cards within the terms and conditions of this contract.

The Contractor shall verify every calling card call through LEC databases before completing any calling card call. This same validation must be performed through the appropriate databases for any other type of calling card accepted.

- A.3.q. Fraudulent Calls.

The Contractor(s) must hold the State harmless for any costs associated with fraudulent calls originating from payphone stations governed by this contract.

The Contractor shall immediately adjust billed party accounts for fraudulent, unauthorized, or un-validated calls upon notification from the billed party. The Contractor may then proceed with security/collection

activities against the called or calling party as appropriate and as authorized by the governing regulatory body.

A.3.r. If utilizing automated operators, the Contractor shall meet the following requirements:

- i. The Contractor may prompt 0+ callers to select the method of payment (Calling Card, Collect, or Third Number Billed)
- ii. The automated operator must clearly prompt a caller to choose between a person-to-person or a station-to-station call. The automated operator shall prompt a caller for the called party name only after the caller has requested a person-to-person call.
- iii. Automated Collect callers (and Automated Third Number Billed callers if verified by provider) will be prompted to record their name. These callers will be allowed to replay their name and re-record the call, if so desired.
- iv. The automated operator must provide called/billed party acceptance and refusal techniques for Touch-Tone™ and rotary dial called party telephones. Passive acceptance techniques shall not be utilized. The caller's microphone shall be turned off until the call is accepted.
- v. For person-to-person, collect, or third number calls, the called billed party must be provided the "type call" information, and the calling and called/billed party names. On station-to-station collect calls, the called/billed party must be provided with the "type call" information, and the calling party's name. The called/billed party shall be provided a prompted "replay" option of the above information.
- vi. The automated operator shall utilize either speech recognition or touch-tone and rotary pulse detection for acceptance or rejection of the call. If the called party does not provide a required response (positive or negative) within 10 seconds, the automated operator may replay the call information, may connect to a live or voice detection operator, or disconnect the call. Under no circumstances shall the automated operator complete the call and bill the proper party without positive acceptance of the call from the called party.
- vii. Billable time for these calls shall begin when the called party has positively accepted the call and the caller's microphone is activated.
- viii. The Contractor's automated operator shall utilize high quality Digitized Speech for voice prompts and recording playback. Contractors shall utilize equipment that provides digital audio with the clarity and fidelity comparable to live analog audio.

A.3.s. Transmission Standards.

- i. Sufficient access facilities from the serving wire center to the long distance carrier's POP (Point of Presence) and from the carrier's POP to the Public Switched Network shall be provided to ensure that a P.01 grade of service is provided for all payphone locations.
- ii. The quality of transmission for Contractor calls should be comparable to that of service provided by BellSouth.

A.3.t. The responsibility for having all billing agreements necessary to bill the end user or responsible party for completed calls is the Contractor's and the Contractor shall assume full liability for billing and collection for all completed calls. Completed calls must appear on end-users or responsible party's bill no later than sixty (60) days after the date the call was completed. The bill issued to the end-user or responsible party for payment of completed calls must indicate the service provider and originating number from which the call was completed.

A.3.u. Contractor shall be compensated for payphone monthly service in accordance with Contract Section C.3.b.

A.4. Move, Change Installation after initial conversion

A.4.a. Work Request.

- i. All payphone work requests from users will be directed to the State. State OIR Telecommunications will obtain the needed information, authorization and paperwork. The work request will then be emailed to a Contractor provided email address. All work requests must have a State issued RFS number which will be required for payment of billing.
- ii. Contractor will respond to State OIR Telecommunications by email acknowledging receipt of the work request and providing an ETA for a technician to be on site to work the request. The response will be within 3 business days. The State will be notified of any change in schedule.
- iii. The Contractor shall work the request within 3 weeks of notification of request. The Contractor shall document escalation procedures for service requests not worked within the 3 weeks including names, positions, locations and telephone numbers.
- iv. Upon completion of the work request, Contractor will report via email to the State OIR Telecommunications providing positive confirmation that the service request was worked. This completion notification should take place within 2 business days of completion on the service request.
- v. Alternate means of contacting Contractor for payphone service requests such as Fax and telephone numbers shall be documented,

A.4.b. Payphones installed at new locations using a payphone and/or TDD from inventory shall be considered a move.

A.4.c. Contractor will document each new payphone change or installation as described in Contract Section A.2.d.ii.

A.4.d. Equipment Standards.

- i. All components used to provide service, when installed, will be in good working order.
- ii. All State payphone locations are currently in compliance with the Americans with Disabilities Act. The Proposer is responsible for ADA adherence for moves or changes and new installations during the entire term of the contract. Contractor shall have 2 full business days to bring the location into compliance and bear any additional cost in bringing the location into compliance.
- iii. Payphone equipment and accessories provided by the Contractor shall meet or exceed the quality of smart payphones provided through Contract Number FA-04-15764-00 between the Department of Finance and Administration and Cincinnati Bell Public Communications.

Any existing payphone equipment such as signs, lights, sets, and enclosures, that the Contractor replaces or adds must be replaced with equipment of comparable function and appearance; i.e., flush mount replaced by flush mount. The Contractor must receive prior approval from the State for installation of all equipment and prior authorization from the State for all changes, moves, additions or deletions of equipment.

Touch-tone signaling shall be utilized. Sets must have amplification with volume controls. Callers must be provided with control of the telephone keypad throughout the call duration in order to facilitate access to call and voice processing services.

All telephone sets and enclosures shall meet all applicable standards established by the Federal Communications Commission (FCC) and Tennessee Regulatory Authority (TRA). All payphone telephone sets and enclosures shall comply with all applicable Federal, State and local laws, rules and regulations concerning use of such telephones by disabled persons and the hearing impaired over the life of the contract.

A.4.e. Contractor shall be compensated for moves and/or changes in accordance with Contract Section C.3.c.

- A.5. Add Payphone. Contractor shall provide new payphones as required by the State.
- A.5.a. Work Request requirements shall be the same as described in Contract Section A.4.a.
- A.5.b. Equipment Standard requirements shall be the same as described in Contract Section A.4.d.
- A.5.c. Contractor shall be compensated for the addition of a new payphone in accordance with Contract Section C.3.d.
- A.6. Telecommunications Devices for the Deaf (TDD). Contractor shall provide new TDD as required by the State.
- A.6.a. Work Request requirements shall be the same as described in Contract Section A.4.a.
- A.6.b. All payphones equipped with TDD shall have units the equivalent or better than those currently provided by CBPC. Currently installed are UltraTec model number M240 FS units, the equivalent, or better. Payphone locations with TDD units currently installed will continue the TDD service.
- A.6.c. TDD equipment specifications are as follows:
 - i. Device will be of vandal-resistant construction and permanently mounted to the payphone enclosure
 - ii. TDD shall be of spill resistant design
 - iii. Keyboard shall be a Typewriter style layout of 4 rows
 - iv. Display shall be at minimum 2 rows of 20 characters each
 - v. TDDs shall be directly connected to the payphone line
 - vi. Installation of TDD shall not hinder the hearing public to utilize the payphone
 - vii. TDD must provide Call Progress indicators and must have voice announce keys to notify receiving party of a TDD call. TDD must have on line help and must have memory to review conversations that have been erased upon automatic power off
 - viii. TDD power requirements shall be 110 - 120 VAC, 60 Hz, with AC power to be installed by the Contractor to the payphone pedestal. The State will provide an AC power outlet nearby.
 - ix. The TDD unit should be in a motorized drawer that opens when a TTY signal is received and shuts when the TTY signal is no longer present
 - x. All TDD installations shall have a coin slot height of fifty-four (54) inches from floor level affording all public users unhindered access to the payphone and TDD
 - xi. Each TDD location shall have signs that are ADA compliant and which indicate that a TDD unit is available at this location
- A.6.d. Contractor shall be compensated for the addition of a new TDD in accordance with Contract Section C.3.e.
- A.7. Site Preparation. Contractor will install and provide all equipment and infrastructure required for installation of a payphone with or without TDD at locations with no previous payphone installed as required by the State.

- A.7.a. The Contractor shall provide and install, at a minimum, enclosures, concrete pads, poles, pedestals, light fixtures, light bulbs, AC electrical service from the State provided outlet located nearby to the payphone site required for the lighting of enclosures as required and the operation of TDD.
- A.7.b. Contractor shall be compensated for the site preparation associated with installation of a payphone with or without TDD at new payphone locations, in accordance with Contract Section C.3.f. Note that this charge shall be for the site preparation activities associated with an installation only; the costs for the phone itself, whether it was added, moved, or changed would be invoiced under the "Move/Change Phone Installation" (A.4) or "Add Payphone" (A.5), as appropriate.
- A.8 Maintenance.
- A.8.a. All components used to provide service, when installed, will be in good working order. The Contractor shall repair or replace malfunctioning components and return them to good working order whenever required, and within 2 full business days of notification of payphone problems. Penalties associated with non-compliance with the 2 full business days of notification are referenced in Contract Section A.10. The Contractor shall document escalation procedures for troubles not repaired within the initial 2 full business days including names, positions, locations and telephone numbers. For the purposes of this section, a business day is from 8 AM to 4:30 PM central time excluding weekends and State holidays.
- A.8.b. Payphone Trouble Reports.
- i. Trouble reports shall be accepted 24 hours a day, 365 days a year.
 - ii. All payphone trouble will be reported by users to the State OIR Help Desk.
 - iii. The State OIR Help Desk will obtain the needed information and determine the priority to be assigned to the incident. Priority 1 is urgent, priority 2 is high, priority 3 is medium, and priority 4 is low. A trouble incident report will then be emailed to a Contractor provided email address. (Individuals are not allowed to call Contractor directly for service. All trouble reports must have an incident number and come from the OIR Help Desk.)
 - iv. Contractor will respond by email to the trouble incident report acknowledging receipt and providing ETA for technician to be on site correcting the problem. On priority 3 and 4, the response will be within 8 business hours. On priority 1 and 2, the response will be within 1 hour. The State will be notified of any change of schedule.
 - v. Contractor will implement the repair and report via email to the OIR Help Desk upon completion of the repair providing positive confirmation that the repair was made. This completion notification should take place within 3 business days of the receipt of the original report. Note that the contract specifies that repairs will be completed within 2 business days of reporting.
 - vi. Alternate means of contacting Contractor for payphone repairs such as Fax and telephone numbers shall be documented.
- A.8.c. General Maintenance and Preventive Measures. The Contractor shall perform preventive maintenance as may be required by the equipment manufacturer and as necessary to maintain the level of services proposed and provided throughout the term of this contract shall be provided.
- i. All coins in the payphones shall be collected on a scheduled basis so that the stations do not become inoperable due to being overfilled.
 - ii. A clean and attractive environment for users shall be maintained. The Contractor shall remove all graffiti, stickers, posters, litter, dust and dirt from each set or enclosure and from a three (3) foot radius surrounding the payphone, exclusive of private property.
 - iii. The necessary labor, parts, materials, and transportation to maintain all proposed telephone and related services equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the term of this contract shall be provided.

A.8.d. The State will compensate the Contractor for Maintenance in accordance with Contract Section C.3.b.

A.9. Premises Work Requirements.

A.9.a. Total responsibility for ensuring that all proposed equipment, cabling and wiring meet all applicable State, FCC, ADA and TRA requirements, whether such equipment and supporting materials are of their own manufacture or provided under subcontract and are in complete compliance with any functional requirements shall be born by the Contractor. No "Grandfathering" of existing locations shall be allowed for those locations that do not meet requirement.

Installation procedures and methods (including all cabling, wiring, boring, digging, etc.) as necessary must also be in compliance with the above mentioned rules and regulations with detailed attention to particular codes governing these activities (i.e., National Electrical Code or applicable State, local codes and practices). The Contractor shall bear responsibility for all equipment, supporting materials, and project coordination. Contractor shall not perform any boring, digging and/or patching without prior approval from the State. No "Grandfathering" of existing locations shall be allowed for those locations that do not meet requirements.

A.9.b. All material for the installation shall be delivered to the site and the work conducted so as to avoid any interference with concurrent work of other and normal operations in existing State facilities. Dust, noise and fire hazards must be limited during installation.

Debris due to work under this contract shall be removed by the Contractor prior to leaving the premises at the end of each day.

Noise from job equipment shall be kept to a minimum by use of adequate mufflers or other acceptable means. Noisy installation of equipment shall be scheduled when disruption to work areas will be minimal and cause the least inconvenience. This may include work outside of normal business hours.

Conforming to applicable fire codes and regulations is required.

The Contractor shall provide protection against injury to persons. The Contractor shall minimize damage to pipes, conduits, trees, fences, wells, floors or other visible structures encountered in the work. Damaged items shall be repaired to pre-existing conditions at the Contractor's expense.

Precautions shall be exercised at all times for the protection of persons and property.

A.10. Fines and Damages. Any fines and/or penalties levied by any governing authorities due to noncompliance with any laws, rules, regulations, or acts mentioned herein shall be borne solely by the Contractor. The Contractor shall pay any fines and/or penalties assessed to the State due to the non-compliance of any payphone equipment or services furnished by the Contractor within 90 days.

The Contractor shall guarantee service against any service outages for the duration of the contract. The Contractor shall restore service, for the duration of the contracts within 2 full business days at no charge to the State. Should the Contractor fail to restore service within 2 full business days of notification of a problem, the Contractor shall be liable for compensation to the State for \$250.00 per day for every day in excess of two business days.

A.11. The State will be responsible for the following:

- Approval of the installations of all payphone equipment and service. During the term of the contract, OIR Telecommunications will act as the liaison between each user agency and the Contractor. OIR Telecommunications will be responsible for receiving orders from the users and submitting work orders to the Contractor.
- Provision of lighting determined by the State to be needed in addition to that, which must be provided by the Contractor in the payphone enclosure.

- Testing of installations on an “as needed” basis.
- Power for lighting the payphone enclosure and for TDDs will be provided by the State and brought to a location nearby the payphone location.

B. CONTRACT TERM:

- B.1. Contract Term. This Contract shall be effective for the period commencing on March 9, 2005 and ending on March 8, 2008. The State shall have no obligation for services rendered by the Contractor which are not performed within the specified period.
- B.2. Term Extension. The State reserves the right to extend this Contract for an additional period or periods of time representing increments of no more than one year and a total contract term of no more than five (5) years, provided that the State notifies the Contractor in writing of its intention to do so at least ninety (90) days prior to the contract expiration date. An extension of the term of this Contract will be effected through an amendment to the Contract. If the extension of the Contract necessitates additional funding beyond that which was included in the original Contract, the increase in the State’s maximum liability will also be effected through an amendment to the Contract and shall be based upon rates provided for in the original contract.

C. PAYMENT TERMS AND CONDITIONS:

- C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed ****[WRITTEN DOLLAR AMOUNT] (\$[NUMBER AMOUNT])**. The Service Rates in Contract Section C.3 shall constitute the entire compensation due the Contractor for the Service and all of the Contractor’s obligations hereunder regardless of the difficulty, materials or equipment required. The Service Rates include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor.

The Contractor is not entitled to be paid the maximum liability for any period under the Contract or any extensions of the Contract for work not requested by the State. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the State requests work and the Contractor performs said work. In which case, the Contractor shall be paid in accordance with the Service Rates detailed in Contract Section C.3. The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.

- C.2. Compensation Firm. The Service Rates and the Maximum Liability of the State under this Contract are firm for the duration of the Contract and are not subject to escalation for any reason unless amended.
- C.3. Payment Methodology. The Contractor shall be compensated based on the Service Rates herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Contract Section C.1. The Contractor’s compensation shall be contingent upon the satisfactory completion of units of service or project milestones defined in Contract Section A. The Contractor shall be compensated based upon the following Service Rates:

	<u>SERVICE UNIT/MILESTONE</u>	<u>AMOUNT</u>
C.3.a.	Contract Section A.2 – Initial Conversion of Existing State Payphones. The cost to the State, to convert the responsibility for one (1) pre-existing payphone from the previous vendor to the Contractor. (One-time cost per phone converted.)	\$[NUMBER AMOUNT]
C.3.b.	Contract Sections A.3 and A.8– Service and Maintenance. The cost to the State to provide phone service, and equipment	\$[NUMBER AMOUNT]

and site maintenance, for one (1) phone for one (1) month. (Recurring monthly cost.)

- | | | |
|--------|--|-------------------|
| C.3.c. | Contract Section A.4 – Move/Change Phone Installation. The cost to the State to move or change a phone installation after Initial Conversion or Add Payphone. The cost is assessed per Move/Change event. (One-time cost per event.) | \$[NUMBER AMOUNT] |
| C.3.d. | Contract Section A.5 – Add Payphone. The cost to the State to add one (1) new payphone. (One-time cost per event.) | \$[NUMBER AMOUNT] |
| C.3.e. | Contract Section A.6 – Add Telecommunications Device for the Deaf (TDD). Cost to the State to add one (1) TDD device at a payphone location. (One-time cost per event.) | \$[NUMBER AMOUNT] |
| C.3.f. | Contract Section A.7 – Site preparation. Cost to perform any required Site Preparation tasks required for a new phone installation. (One-time cost per installation.) | \$[NUMBER AMOUNT] |

The Contractor shall submit monthly invoices, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated. The Contractor shall combine any multiple monthly charges on one invoice, providing complete itemization, to allow the State to easily determine the components that make up the overall invoice amount.

C.4. Billing Requirements.

C.4.a. CD ROM.

- C.4.a.i. The State requires three (3) CD's (1 original and 2 duplicates) to be provided as invoicing on CD ROM to the Department of Finance and Administration, Billing Services by the 10th of the month at no additional charge to the State of Tennessee. The CD provided must be compatible for use with computer equipment (hardware and software) used by the State and must be operational.
- C.4.a.ii. Billing Services will assist in the formatting of such CD invoicing to insure the proper information is in place. The CD ROM invoicing shall be delivered each month in lieu of paper invoicing covering the service on the contract.
- C.4.a.iii. The CD ROM must provide all billing information on all services. The billing information on the CD ROM shall be matched with the contract line commodity codes used by the State.
- C.4.a.iv. All charges based on the appropriate line commodity code shall be presented on the CD invoicing and billed to the appropriate telephone number that incurred said charges. All one time charges (OC&C charges) must be referenced to the appropriate line commodity code and associated with the proper request for service number and billing number that incurred said charges.

- C.4.a.v. The format of the billing CD must be provided to billing services, in writing, within thirty (30) days of award of contract. Format of the CD is required to be in two (2) types of billing records; OC&C charges, and monthly charges. The following formats are not inclusive and additional fields may be required as determined by the State as referenced in Contract Section c.4.a.ii.

-format of OC&C charges must include:

- 1) Account number
- 2) Billing number
- 3) Invoice date
- 4) Commodity code
- 5) Quantity
- 6) RFS number
- 7) Charges and credits

-format of monthly charges must include:

- 1) Account number
- 2) Billing number
- 3) Invoice date
- 4) Commodity code
- 5) Charges and credits

- C.4.a.vi. At the bottom of the billing records, a summary record must be provided that summarizes the billing by commodity code and the amount billed to each commodity code.
- C.4.a.vii. Records that do not conform to the above criteria shall be rejected from the CD ROM received and must be credited to the State of Tennessee's account no later than the second consecutive month after the date of rejection.
- C.4.a.viii. Rejected records can be resubmitted after correction no later than sixty (60) calendar days from the date of rejection by adding to the current month's CD ROM invoice. The State of Tennessee will not accept corrections after June 30 (the state's fiscal year end) of any year. The corrected rejected charges must be identified as being previously rejected on a prior month.
- C.4.a.ix. An operational sample of the CD must be provided and approved by Department of Finance and Administration, Billing Services as functional within ninety (90) calendar days of contract award.
- C.4.b. Billing/Invoices.
- C.4.b.i. Invoices are to be sent to:
- State of Tennessee
Department of Finance and Administration
Billing Services
20th floor, WRS Tennessee Tower
312 8th Ave. North
Nashville, TN 37243
- C.4.b.ii. If at anytime, the Contractor is unable to submit accurate invoice information in the required format, the State of Tennessee, Department of Finance and Administration, Billing Services, may at its sole option refuse payment of Contractor's invoice, or may delay payments without penalty.
- C.4.b.iii. All requests for credits made ten (10) calendar days or more before the close of a billing cycle must be reflected on the next invoice. If the Contractor does not include the credits requested and due on the invoice, the state will deduct a like amount from future bills.
- C.4.c. Contractor invoicing contact (Contractor to complete).

Name: _____
 Title: _____
 Address: _____

 Telephone number: _____
 (including area code) local Nashville, TN or toll free
 Fax telephone number: _____
 (including area code) local Nashville, TN or toll free
 Email address: _____

- C.4.c.i. This information shall be updated with Billing Services, when changes in personnel occur during the contract term.
- C.4.d. Billing Acceptance.
- C.4.d.i. Upon satisfactory completion of a ninety (90) calendar day billing acceptance period, the State shall issue written notification of billing acceptance. If the Contractor fails to gain billing services acceptance within ninety (90) calendar days from contract award effective date, the State may terminate the contract.
- C.4.e. Remedies.
- C.4.e.i. The Contractor will be imposed a penalty of \$1,000.00 if a readable CD ROM for billing purposes is not delivered, after the initial ninety (90) day award period, by the 10th day of the following month. An additional charge of \$100.00 a day will be imposed on the Contractor for each additional day of the contract that the Contractor does not have a readable CD ROM.
- C.5. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel, meals, or lodging.
- C.6. Payment of Invoice. The payment of the invoice by the State shall not prejudice the State's right to object to or question any invoice or matter in relation thereto. Such payment by the State shall neither be construed as acceptance of any part of the work or service provided nor as an approval of any of the amounts invoiced therein.
- C.7. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment theretofore made which are determined by the State, on the basis of audits conducted in accordance with the terms of this contract, not to constitute proper remuneration for compensable services.
- C.8. Deductions. The State reserves the right to deduct from amounts which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee any amounts which are or shall become due and payable to the State of Tennessee by the Contractor.
- C.9. Automatic Deposits. The Contractor shall complete and sign an "Authorization Agreement for Automatic Deposit (ACH Credits) Form." This form shall be provided to the Contractor by the State. Once this form has been completed and submitted to the State by the Contractor all payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee shall be made by Automated Clearing House (ACH). The Contractor shall not invoice the State for services until the Contractor has completed this form and submitted it to the State.
- D. STANDARD TERMS AND CONDITIONS:
- D.1. Required Approvals. The State is not bound by this Contract until it is approved by the appropriate State officials in accordance with applicable Tennessee State laws and regulations.

- D.2. Modification and Amendment. This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate Tennessee State officials in accordance with applicable Tennessee State laws and regulations.
- D.3. Termination for Convenience. The State may terminate this Contract without cause for any reason. Said termination shall not be deemed a Breach of Contract by the State. The State shall give the Contractor at least Ninety (90) days written notice before the effective termination date. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the State be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.
- D.4. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any terms of this Contract, the State shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor.
- D.5. Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the State. If such subcontracts are approved by the State, they shall contain, at a minimum, sections of this Contract pertaining to "Conflicts of Interest" and "Nondiscrimination" (sections D.6. and D.7.). Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.
- D.6. Conflicts of Interest. The Contractor warrants that no part of the total Contract Amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.
- D.7. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.8. Records. The Contractor shall maintain documentation for all charges against the State under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.
- D.9. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.
- D.10. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.
- D.11. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.

- D.12. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

The Contractor, being an independent contractor and not an employee of the State, agrees to carry adequate public liability and other appropriate forms of insurance, including adequate public liability and other appropriate forms of insurance on the Contractor's employees, and to pay all applicable taxes incident to this Contract.

- D.13. State Liability. The State shall have no liability except as specifically provided in this Contract.
- D.14. Force Majeure. The obligations of the parties to this contract are subject to prevention by causes beyond the parties' control that could not be avoided by the exercise of due care including, but not limited to, acts of God, riots, wars, strikes, epidemics or any other similar cause.
- D.15. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations in the performance of this Contract.
- D.16. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under **Tennessee Code Annotated**, Sections 9-8-101 through 9-8-407.
- D.17. Completeness. This Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.
- D.18. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.
- D.19. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

E. SPECIAL TERMS AND CONDITIONS:

- E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, these special terms and conditions shall control.
- E.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by facsimile transmission, by overnight courier service, or by first class mail, postage prepaid, addressed to the respective party at the appropriate facsimile number or address as set forth below or to such other party, facsimile number, or address as may be hereafter specified by written notice.

The State:

MICKEY WRAY GREGORY
Finance and Administration – OIR Telecommunications
312 8TH Avenue North, 15TH Floor
Nashville, Tennessee 37243
Phone: 615-591-9960

Fax: 615-791-9673

Email: Mickey.Gregory@state.tn.us

The Contractor:

[NAME AND TITLE OF CONTRACTOR CONTACT PERSON]
 [CONTRACTOR NAME]
 [ADDRESS]
 [TELEPHONE NUMBER]
 [FACSIMILE NUMBER]
 [EMAIL]

All instructions, notices, consents, demands, or other communications shall be considered effectively given as of the day of delivery; as of the date specified for overnight courier service delivery; as of three (3) business days after the date of mailing; or on the day the facsimile transmission is received mechanically by the telefax machine at the receiving location and receipt is verbally confirmed by the sender if prior to 4:30 p.m. CST. Any communication by facsimile transmission shall also be sent by United States mail on the same date of the facsimile transmission.

E.3. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State and/or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate the Contract upon written notice to the Contractor. Said termination shall not be deemed a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. Should such an event occur, the Contractor shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.4. Breach. A party shall be deemed to have breached the Contract if any of the following occurs:

- failure to perform in accordance with any term or provision of the Contract;
- partial performance of any term or provision of the Contract;
- any act prohibited or restricted by the Contract, or
- violation of any warranty.

For purposes of this contract, these items shall hereinafter be referred to as a "Breach."

a. Contractor Breach— The State shall notify Contractor in writing of a Breach.

- (1) In event of a Breach by Contractor, the state shall have available the remedy of Actual Damages and any other remedy available at law or equity.
- (2) Partial Default— In the event of a Breach, the State may declare a Partial Default. In which case, the State shall provide the Contractor written notice of: (1) the date which Contractor shall terminate providing the service associated with the Breach; and (2) the date the State will begin to provide the service associated with the Breach. Notwithstanding the foregoing, the State may revise the time periods contained in the notice written to the Contractor.

In the event the State declares a Partial Default, the State may withhold, together with any other damages associated with the Breach, from the amounts due the Contractor the greater of: (1) amounts which would be paid the Contractor to provide the defaulted service; or (2) the cost to the State of providing the defaulted service, whether said service is provided by the State or a third party. To determine the amount the Contractor is being paid for any particular service, the Department shall be entitled to receive within five (5) days any requested material from Contractor. The State shall make the final and binding determination of said amount.

Upon Partial Default, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount. Contractor agrees to cooperate fully with the State in the event a Partial Default is taken

- (3) **Contract Termination**— In the event of a Breach, the State may terminate the Contract immediately or in stages. The Contractor shall be notified of the termination in writing by the State. Said notice shall hereinafter be referred to as Termination Notice. The Termination Notice may specify either that the termination is to be effective immediately, on a date certain in the future, or that the Contractor shall cease operations under this Contract in stages. In the event of a termination, the State may withhold any amounts which may be due Contractor without waiver of any other remedy or damages available to the State at law or at equity. The Contractor shall be liable to the State for any and all damages incurred by the State and any and all expenses incurred by the State which exceed the amount the State would have paid Contractor under this Contract. Contractor agrees to cooperate with the State in the event of a Contract Termination or Partial Takeover.

- b. **State Breach**— In the event of a Breach of contract by the State, the Contractor shall notify the State in writing within 30 days of any Breach of contract by the State. Said notice shall contain a description of the Breach. Failure by the Contractor to provide said written notice shall operate as an absolute waiver by the Contractor of the State's Breach. In no event shall any Breach on the part of the State excuse the Contractor from full performance under this Contract. In the event of Breach by the State, the Contractor may avail itself of any remedy at law in the forum with appropriate jurisdiction; provided, however, failure by the Contractor to give the State written notice and opportunity to cure as described herein operates as a waiver of the State's Breach. Failure by the Contractor to file a claim before the appropriate forum in Tennessee with jurisdiction to hear such claim within one (1) year of the written notice of Breach shall operate as a waiver of said claim in its entirety. It is agreed by the parties this provision establishes a contractual period of limitations for any claim brought by the Contractor.

- E.5. **Partial Takeover.** The State may, at its convenience and without cause, exercise a partial takeover of any service which the Contractor is obligated to perform under this Contract, including but not limited to any service which is the subject of a subcontract between Contractor and a third party, although the Contractor is not in Breach (hereinafter referred to as "Partial Takeover"). Said Partial Takeover shall not be deemed a Breach of Contract by the State. Contractor shall be given at least 30 days prior written notice of said Partial Takeover with said notice to specify the area(s) of service the State will assume and the date of said assumption. Any Partial Takeover by the State shall not alter in any way Contractor's other obligations under this Contract. The State may withhold from amounts due the Contractor the amount the Contractor would have been paid to deliver the service as determined by the State. The amounts shall be withheld effective as of the date the State assumes the service. Upon Partial Takeover, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

- E.6. **Performance Bond.** Upon approval of the Contract by all appropriate State officials in accordance with applicable State laws and regulations, the Contractor shall furnish a performance bond in the amount equal to One Hundred Thousand Dollars (\$100,000.00), guaranteeing full and faithful performance of all undertakings and obligations under this Contract for the initial Contract term and all extensions thereof. The bond shall be in the manner and form prescribed by the State and must be issued through a company licensed to issue such a bond in the State of Tennessee.

The Contractor shall obtain the required performance bond in form and substance acceptable to the State and provide it to the State no later than 04/13/2005. Failure to provide the performance bond prior to the deadline as required shall result in contract termination.

In lieu of a performance bond, a surety deposit, in the sum of One Hundred Thousand Dollars (\$100,000), may be substituted if approved by the State prior to its submittal.

E.7. Incorporation of Additional Documents. Included in this Contract by reference are the following documents:

- a. The Contract document and its attachments
- b. All Clarifications and addenda made to the Contractor's Proposal
- c. The Request for Proposal and its associated amendments
- d. Technical Specifications provided to the Contractor
- e. The Contractor's Proposal

In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these documents shall govern in order of precedence detailed above.

E.8. Lobbying. The Contractor certifies, to the best of its knowledge and belief, that:

No federally appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, and entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-grants, subcontracts, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients of federally appropriated funds shall certify and disclose accordingly.

E.9. Public Funding Notice. All notices, informational pamphlets, press releases, research reports, signs, and similar public notices prepared and released by the Contractor relative to this Contract shall include the statement, "This project is funded under an agreement with the State of Tennessee." Any such notices by the Contractor shall be approved by the State.

E.10. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor's relationship with the State hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed.

E.11. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information in accordance with the provisions of applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards. Such confidential information shall not be disclosed, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards.

The Contractor's obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Contractor of this Contract; previously possessed by the Contractor without written obligations to the State to protect it; acquired by the Contractor without written restrictions against disclosure from a third party which, to the Contractor's knowledge, is free to disclose the information; independently developed by the Contractor without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure. Nothing in this paragraph shall permit Contractor to disclose any information that is confidential under federal or state law or regulations, regardless of whether it has been disclosed or made available to the Contractor due to intentional or

negligent actions or inactions of agents of the State or third parties.

It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

- E.12. Copyrights and Patents. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State for infringement of any laws regarding patents or copyrights which may arise from the Contractor's performance of this Contract. In any such action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any final judgment for infringement. The Contractor further agrees it shall be liable for the reasonable fees of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State. The State shall give the Contractor written notice of any such claim or suit and full right and opportunity to conduct the Contractor's own defense thereof.

- E.13. Public Accountability. If this Contract involves the provision of services to citizens by the Contractor on behalf of the State, the Contractor agrees to establish a system through which recipients of services may present grievances about the operation of the service program, and the Contractor agrees to display a sign stating:

"NOTICE: This Contractor is a recipient of taxpayer funding. If you observe an employee engaging in any activity which you consider to be illegal or improper, please call the State Comptroller's toll free hotline: 1-800-232-5454"

Said sign shall be displayed in a prominent place, located near the passageway(s) through which the public passes to receive State funded services.

- E.14. Date/Time Hold Harmless. As required by **Tennessee Code Annotated**, Section 12-4-118, the contractor shall hold harmless and indemnify the State of Tennessee; its officers and employees; and any agency or political subdivision of the State for any breach of contract caused directly or indirectly by the failure of computer software or any device containing a computer processor to accurately or properly recognize, calculate, display, sort or otherwise process dates or times.

- E.15. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State.

In the event of any such suit or claim, the Contractor shall give the State immediate notice thereof and shall provide all assistance required by the State in the State's defense. The State shall give the Contractor written notice of any such claim or suit, and the Contractor shall have full right and obligation to conduct the Contractor's own defense thereof. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the State of Tennessee in any legal matter, such rights being governed by **Tennessee Code Annotated**, Section 8-6-106.

- E.16. Tennessee Consolidated Retirement System. The Contractor acknowledges and understands that, subject to statutory exceptions contained in **Tennessee Code Annotated**, Section 8-36-801, *et. seq.*, the law governing the Tennessee Consolidated Retirement System, provides that if a retired member returns to State employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of "employee/employer" and not that of an independent contractor, the Contractor may be required to repay to the Tennessee Consolidated Retirement System the amount of retirement benefits the Contractor received from the Retirement System during the period of this Contract.

- E.17. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it and its principals:
- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal or State department or agency;
 - b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offence in connection with obtaining attempting to obtain, or performing a public (Federal, State, or Local) transaction or grant under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
 - c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or Local) with commission of any of the offenses detailed in section b. of this certification; and
 - d. have not within a three (3) year period preceding this Contract had one or more public transactions (Federal, State, or Local) terminated for cause or default.
- E.18. HIPAA Compliance. The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its accompanying regulations.
- a. Contractor warrants to the State that it is familiar with the requirements of HIPAA and its accompanying regulations, and will comply with all applicable HIPAA requirements in the course of this contract.
 - b. Contractor warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by HIPAA and its regulations, in the course of performance of the Contract so that both parties will be in compliance with HIPAA.
 - c. The State and the Contractor will sign documents, including but not limited to business associate agreements, as required by HIPAA and that are reasonably necessary to keep the State and Contractor in compliance with HIPAA. This provision shall not apply if information received by the State under this Contract is NOT "protected health information" as defined by HIPAA, or if HIPAA permits the State to receive such information without entering into a business associate agreement or signing another such document.

IN WITNESS WHEREOF:

[CONTRACTOR LEGAL ENTITY NAME]:

[NAME AND TITLE]

Date

DEPARTMENT OF FINANCE AND ADMINISTRATION:

M. D. Goetz, Jr., Commissioner

Date

APPROVED:

DEPARTMENT OF FINANCE AND ADMINISTRATION:

M. D. Goetz, Jr., Commissioner

Date

COMPTROLLER OF THE TREASURY:

John G. Morgan, Comptroller of the Treasury

Date

ATTACHMENT 6.2**PROPOSAL TRANSMITTAL AND STATEMENT OF CERTIFICATIONS AND ASSURANCES**

The Proposer must complete and sign this Technical Proposal Transmittal. It must be signed, in the space below, by an individual empowered to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the Proposer's chief executive, this document shall attach evidence showing the individual's authority to bind the proposing entity.

PROPOSER LEGAL ENTITY NAME: _____

PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER:
(or Social Security Number) _____

The Proposer does hereby affirm and expressly declare confirmation, certification, and assurance of the following:

- 1) This proposal constitutes a commitment to provide all services as defined in the RFP Attachment 6.1, *Pro Forma* Contract Scope of Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment 6.1, *Pro Forma* Contract.
- 2) The information detailed in the proposal submitted herewith in response to the subject RFP is accurate.
- 3) The proposal submitted herewith in response to the subject RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
- 4) The Proposers shall comply with:
 - a) the laws of the State of Tennessee;
 - b) Title VI of the federal Civil Rights Act of 1964;
 - c) Title IX of the federal Education Amendments Act of 1972;
 - d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
 - e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government;
 - f) the condition that the submitted proposal was independently arrived at, without collusion, under penalty of perjury; and,
 - g) the condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the Procurement under this RFP.
- 5) The Proposer shall comply with all of the provisions in the subject RFP and shall accept all terms and conditions set out in the RFP Attachment 6.1, *Pro Forma* Contract.
- 6) The Proposer shall provide a performance bond in accordance with the requirements of the RFP.

SIGNATURE & DATE: _____

ATTACHMENT 6.3

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION A		
PROPOSER NAME:		
SECTION A — MANDATORY REQUIREMENTS		
<p>The Proposer must address ALL Mandatory Requirements section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). The RFP Coordinator will review all general mandatory requirements, including but not limited to the following:</p> <ul style="list-style-type: none"> ▪ Proposal received on or before the Proposal Deadline. ▪ Technical Proposal copies and Cost Proposal packaged separately. ▪ Technical Proposal contains NO cost data. ▪ Proposer did NOT submit alternate proposals. ▪ Proposer did NOT submit multiple proposals in a different form. ▪ Technical Proposal does NOT contain any restrictions of the rights of the State or other qualification of the proposal. <p>The RFP Coordinator will also review the proposal to determine if the Mandatory Requirement Items (below) are met and mark each with pass or fail. For each requirement that is not met, the Proposal Evaluation Team must review the proposal and attach a written determination.</p> <p>NOTICE: In addition to these requirements, the State will also evaluate compliance with ALL RFP requirements.</p>		
Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items	State Use ONLY Pass/Fail
	<p>A.1 Provide the Proposal Transmittal and Statement of Certifications and Assurances (detailed in RFP Attachment 6.2) completed and signed, in the space provided, by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract.</p> <p><i>Each Proposer <u>must</u> sign the Proposal Transmittal and Statement of Certifications and Assurances without exception or qualification.</i></p>	
	<p>A.2 Provide the following as documentation of financial responsibility and stability.</p> <ul style="list-style-type: none"> ▪ a current written, signed and dated, bank reference, in the form of a standard business letter, indicating that the proposer's business relationship with the financial institution is in positive standing ▪ two current written, signed and dated, positive credit references, in the form of standard business letters, from vendors with which the proposer has done business or, documentation of a positive credit rating determined by a accredited credit bureau within the last 6 months ▪ a copy of a valid certificate of insurance indicating liability insurance in the amount of at least One Million Dollars (\$1,000,000) 	

Proposal Page # (to be completed by Proposer)	Mandatory Requirement Items	State Use ONLY
		Pass/Fail
	<p>A.3 Provide a statement of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict.</p> <p><i>Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.</i></p>	
	<p>A.4 Provide the Proposer's Tennessee Regulatory Authority (TRA) Authorization Number and a copy of the authorization itself.</p>	

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION B

PROPOSER NAME:	
SECTION B — QUALIFICATIONS & EXPERIENCE	
<p>The Proposer must address ALL Qualifications and Experience section items and provide, in sequence, the information and documentation as required (referenced with the associated item references).</p> <p>A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's "qualifications and experience" responses.</p>	
Proposal Page # (to be completed by Proposer)	Qualifications & Experience Items
	B.1 Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, and telephone number of the person the State should contact regarding the proposal.
	B.2 Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten years, and if so, an explanation providing relevant details.
	B.3 Provide a statement of whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony, and if so, an explanation providing relevant details.
	B.4 Provide a statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a contract under this RFP.
	B.5 Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.
	B.6 Provide a statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer's performance in a contract under this RFP.
	B.7 Provide a brief, descriptive statement indicating the Proposer's credentials to deliver the services sought under this RFP.
	B.8 Briefly describe how long the Proposer has been performing the services required by this RFP and include the number of years in business.
	B.9 Describe the Proposer organization's number of employees, client base, and location of offices.

Proposal Page # (to be completed by Proposer)	Qualifications & Experience Items
	B.10 Provide a narrative description of the proposed project team, its members, and organizational structure.
	B.11 Provide a personnel roster and resumes of key people who shall be assigned by the Proposer to perform duties or services under the contract (include estimated number of hours to be worked on the contract for each person, and the resumes shall detail each individual's title, education, current position with the Proposer, and employment history) as well as an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrating the lines of authority and designate the individual responsible for the completion of each service component and deliverable of the RFP.
	B.12 Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform. <u>Note that joint venture arrangements are not permitted under this procurement.</u>
	B.13 Provide documentation of Proposer commitment to diversity as represented by its business strategy, business relationships, and workforce — this documentation should detail: <ul style="list-style-type: none"> ▪ a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises ▪ a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information <ul style="list-style-type: none"> ○ contract description and total value ○ contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) ○ contractor contact and telephone number ▪ an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> ○ participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics) ○ descriptions of anticipated contracts ○ names and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated ▪ the percent of the Proposer's total current employees by ethnicity, sex, and disability <p><i>Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.</i></p>

Proposal Page # (to be completed by Proposer)	Qualifications & Experience Items
	<p>B.14 Provide customer references for similar projects representing three of the larger accounts currently serviced by the vendor.</p> <p>The references shall be provided to the State in the form of questionnaires that have been fully completed by the individual providing the reference. The State has included the reference check questionnaire to be used, as RFP Attachment 6.9.</p> <p>THE PROPOSER MUST USE THIS FORM, OR AN EXACT DUPLICATE THEREOF.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference check questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference check questionnaire, the Proposer shall follow the process detailed below exactly:</p> <ol style="list-style-type: none"> 1. Proposer makes an exact duplicate of the State's form, as it appears in RFP Attachment 6.9; 2. Proposer sends the copy of the form to the reference it has chosen, along with a new, standard #10 envelope; 3. Proposer directs the person providing the reference check feedback to complete the form in its entirety, sign and date it, and seal it within the provided envelope. The person may prepare a manual document or complete the exact duplicate Word document and print the completed copy for submission. After sealing the envelope, the person providing the reference <u>must sign his or her name in ink across the sealed portion of the envelope</u> and return it directly to the Proposer. The Proposer will give the reference check provider a deadline, such that the Proposer will be able to collect all references in time to include them within its sealed Technical Proposal. 4. When the Proposer receives the sealed envelopes from the reference check providers, the Proposer will not open them. Instead, the Proposer will enclose all of the unopened reference check envelopes, in an easily identifiable larger envelope, and will include this envelope as a part of the written Technical Proposal. Therefore, when the State opens the Technical Proposal box, the State will find a clearly labeled envelope enclosed, which contains all of the sealed reference check envelopes. 5. The State will base its reference check evaluation on the contents of these envelopes. <u>THE STATE WILL NOT ACCEPT LATE REFERENCES OR REFERENCES SUBMITTED THROUGH ANY OTHER CHANNEL OF SUBMISSION OR MEDIUM, WHETHER WRITTEN, ELECTRONIC, VERBAL, OR OTHERWISE.</u> <p>Each reference must include:</p> <ul style="list-style-type: none"> ▪ the organization name and business address; ▪ the name, title, telephone number, and <u>email address</u> of the organization contact knowledgeable about the project work; and ▪ a brief description of the service provided and the period of service. <p><i>Each evaluator will generally consider the results of reference inquiries by the State regarding <u>all</u> references provided.</i></p>

Proposal Page # (to be completed by Proposer)	Qualifications & Experience Items	
<i>(Maximum Section B Score = 40)</i>		
SCORE (for <u>all</u> Section B items above, B.1 through B.14):		

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C

PROPOSER NAME:

SECTION C — TECHNICAL APPROACH

The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.

Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	C.1 Provide a narrative that illustrates the Proposer's understanding of the State's requirements.		1	
	C.2 Provide a narrative that illustrates how the Proposer will complete the scope of services.		2	
	C.3 Provide a narrative that illustrates how the Proposer will manage the project.		2	
	C.4 Provide a narrative describing the Proposer's call timing methodology, including minimum and incremental time billing.		5	
	C.5 Provide an initial installation conversion plan. The plan will include all locations documented in Attachment 6.7 with dates of planned conversion beginning March 9, 2005 and completing by April 15, 2005. Provide also an action plan to put the project back on target should the conversion efforts not keep up with the planned schedule.		4	
Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>				
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> Total Raw Weighted Score <hr/> maximum possible raw weighted score <i>(i.e., 5 x the sum of item weights above)</i> </div> <div style="text-align: center;"> X 30 <i>(maximum section score)</i> </div> <div style="text-align: center;"> = SCORE: </div> </div>				

ATTACHMENT 6.4

COST PROPOSAL & SCORING GUIDE

NOTICE TO PROPOSER: This Cost Proposal **MUST** be completed **EXACTLY** as required.

PROPOSER NAME:

SIGNATURE & DATE:

NOTE: The signatory must be an individual or a company officer empowered to contractually bind the Proposer. If the Signatory is not the Proposer company president, this Statement of Certifications and Assurances SHALL attach evidence showing the Signatory's authority to bind the Proposer.

COST PROPOSAL SCHEDULE

The proposed cost, detailed below, shall indicate the proposed price for providing the entire scope of service including all services as defined in the RFP Attachment 6.1, *Pro Forma Contract Scope of Services* for the total contract period. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the State. All monetary amounts are United States currency.

The Proposer may enter zero (0) in a required Proposed Cost cell; however, the Proposer must not leave any required Proposed Cost cell blank. For evaluation and contractual purposes, the State shall interpret a blank required Proposed Cost cell as zero (0).

Cost Item Description	Proposed Cost					State Use ONLY		
	Year 1	Year 2	Year 3	Optional Year 4	Optional Year 5	Sum	Weight	Weighted Cost
Contract Section C.3.a. Initial Conversion of Existing State Payphones. The vendor shall propose the cost to the State to convert the responsibility for one (1) pre-existing payphone from the previous vendor to the new Contractor. <u>This vendor will propose this cost only for year 1</u> , since the initial conversion will only occur once per phone over the life of the contract. The cost shall be a one-time cost per phone converted.		N/A	N/A	N/A	N/A		375	

Contract Section C.3.b. Service and Maintenance. The vendor shall propose the cost to the State to provide phone service, and equipment and site maintenance, for one (1) phone, for one (1) month. The vendor will propose costs for each of the three (3) initial Contract years; as well as costs for optional years four (4) and five (5). The costs shall be recurring costs, invoiced monthly.							4,500	
Contract Section C.3.c. Move/Change Phone Installation. The vendor shall propose the cost to the State to move or change a phone installation after Initial Conversion or Add Payphone. The vendor will propose costs for each of the three (3) Contract years; as well as costs for optional years four (4) and five (5). These costs shall be one-time costs, per "Move/Change" event.							10	
Contract Section C.3.d. Add Payphone. The vendor shall propose the cost to the State to add one (1) new payphone. The vendor will propose costs for each of the three (3) Contract years; as well as costs for optional years four (4) and five (5). These costs shall be one-time costs, per "Add Payphone" event.							10	
Contract Section C.3.e. Add Telecommunications Device for the Deaf (TDD). The vendor shall propose the cost to the State to add one (1) TDD device at a payphone location. The vendor will propose costs for each of the three (3) Contract years; as well as costs for optional years four (4) and five (5). These costs shall be one-time costs, per "Add TDD" event.							5	

Contract Section C.3.f. Site Preparation. The vendor shall propose the cost to the State to perform all site preparation tasks for one (1) new payphone installation. The vendor will propose costs for each of the three (3) Contract years; as well as costs for optional years four (4) and five (5). These costs shall be one-time costs, per "site preparation" event.							10	
<i>The RFP Coordinator shall use the evaluation cost amount derived from the proposed cost amounts above and the following formula to calculate the COST PROPOSAL SCORE. Calculations shall result in numbers rounded to two decimal places.</i>								Evaluation Cost Amount: <i>(sum of all weighted cost amounts above)</i>
<div> <div>Lowest Evaluation Cost Amount from <u>all</u> Proposals</div> <div>Evaluation Cost Amount Being Evaluated</div> </div>								<div> <div>X 30</div> <div><i>(maximum section score)</i></div> </div> <div>= SCORE:</div>

ATTACHMENT 6.5

PROPOSAL SCORE SUMMARY MATRIX

RFP Coordinator		Date		
QUALIFICATIONS & EXPERIENCE Maximum Points: 40	PROPOSER NAME		PROPOSER NAME	PROPOSER NAME
EVALUATOR NAME				
EVALUATOR NAME				
EVALUATOR NAME				
EVALUATOR NAME				
REPEAT AS NECESSARY				
	AVERAGE SCORE:		AVERAGE SCORE:	AVERAGE SCORE:
TECHNICAL APPROACH Maximum Points: 30				
EVALUATOR NAME				
EVALUATOR NAME				
EVALUATOR NAME				
EVALUATOR NAME				
REPEAT AS NECESSARY				
	AVERAGE SCORE:		AVERAGE SCORE:	AVERAGE SCORE:
COST PROPOSAL Maximum Points: 30	SCORE:		SCORE:	SCORE:
PROPOSAL SCORE Maximum Points: 100	TOTAL SCORE:		TOTAL SCORE:	TOTAL SCORE:

ATTACHMENT 6.6**PERFORMANCE BOND**

The Surety Company issuing bond shall be licensed to transact business in the State of Tennessee by the Tennessee Department of Commerce and Insurance. Bonds shall be certified and current Power-of-Attorney for the Surety's Attorney-in-Fact attached.

KNOW ALL BY THESE PRESENTS:

That we,

(Name of Principal)

(Address of Principal)

as Principal, hereinafter called the Principal, and

(Name of Surety)

(Address of Surety)

as Surety, hereinafter call the Surety, do hereby acknowledge ourselves indebted and securely bound and held unto the State of Tennessee as Obligee, hereinafter called the Obligee, and in the penal sum of

\$100,00.00

(Dollar Amount of Bond)

good and lawful money of the United States of America, for the use and benefit of those entitled thereto, for the payment of which, well and truly to be made, we bind ourselves, our heirs, our administrators, executors, successors, and assigns, jointly and severally, firmly by these presents.

BUT THE CONDITION OF THE FOREGOING OBLIGATION OR BOND IS THIS:

WHEREAS, the Obligee has engaged the Principal for a sum not to exceed

(Contract Maximum Liability)

to complete Work detailed in the Scope of Services detailed in the State of Tennessee Request for Proposals bearing the RFP Number:

RFP 317.03-117

(RFP Number)

a copy of which said Request for Proposals and the resulting Contract are by reference hereby made a part

hereof, as fully and to the same extent as if copied at length herein.

NOW, THEREFORE, if the Principal shall fully and faithfully perform all undertakings and obligations under the Contract hereinbefore referred to and shall fully indemnify and hold harmless the Obligor from all costs and damage whatsoever which it may suffer by reason of any failure on the part of the Principal to do so, and shall fully reimburse and repay the Obligor any and all outlay and expense which it may incur in making good any such default, and shall fully pay for all of the labor, material, and Work used by the Principal and any immediate or remote sub-contractor or furnisher of material under the Principal in the performance of said Contract, in lawful money of the United States of America, as the same shall become due, then this obligation or bond shall be null and void, otherwise to remain in full force and effect.

AND for value received, it is hereby stipulated and agreed that no change, extension of time, alteration, or addition to the terms of the Contract or the Work to be performed there under or the specifications accompanying the same shall in any wise affect the obligation under this bond, and notice is hereby waived of any such change, extension of time, alteration, or addition to the terms of the Contract or the Work or the specifications.

IN WITNESS WHEREOF the Principal has hereunto affixed its signature and Surety has hereunto caused to be affixed its corporate signature and seal, by its duly authorized officers, on this

_____ day of _____, _____.

WITNESS:

(Name of Principal)

(Name of Surety)

(Authorized Signature of Principal)

(Signature of Attorney-in-Fact)

(Name of Signatory)

(Name of Attorney-in-Fact)

(Title of Signatory)

(Tennessee License Number of Surety)

ATTACHMENT 6.7 PAYPHONE LIST

ATTACHMENT 6.7

STATE OF TENNESSEE PAYPHONE LOCATIONS 12-15-2004

AGENCY	NAME **Update for clarity	ADDRESS	CITY	Current Telephone Number	Old Telephone Number
TDOT	I-24 WEST MONTEAGLE REST AREA, east and west opposite from original	INTERSTATE 24 @ MILE 133.6	MONTEAGLE	9319244239	9319243874
TDOT	I-24 WEST MONTEAGLE REST AREA, east and west opposite from original	INTERSTATE 24 @ MILE 133.6	MONTEAGLE	9319244238	9319243873
TDOT	I-24 WEST MONTEAGLE REST AREA, east and west opposite from original	INTERSTATE 24 @ MILE 133.6	MONTEAGLE	9319244237	9319243872
TDOT	I-24 WEST MONTEAGLE REST AREA, east and west opposite from original	INTERSTATE 24 @ MILE 133.6	MONTEAGLE	9319244236	9319243871
TDOT	I-24 EAST MONTEAGLE REST AREA, east and west opposite from original	I-24EAST @ MILE 133	MONTEAGLE	9319244235	9319243854
TDOT	I-24 EAST MONTEAGLE REST AREA, east and west opposite from original	I-24EAST @ MILE 133	MONTEAGLE	9319244234	9319243853
TDOT	I-24 EAST MONTEAGLE REST AREA, east and west opposite from original	I-24EAST @ MILE 133	MONTEAGLE	9319244233	9319243852
TDOT	I-24 EAST MONTEAGLE REST AREA, east and west opposite from original	I-24EAST @ MILE 133	MONTEAGLE	9319244231	9319243851
SAFETY	STATE OF TN DEPT OF SAFETY I24 W WEIGH SCALES	4611 INTERSTATE 24	MANCHESTER	9317289399	9317289399
TDOT/	I 40 EAST REST AREA - Mile 324.4, Cumberland Co.Front side of the car and truck parking that is together on the same side.	INTERSTATE 40 EAST BOUND	CROSSVILLE	9317077868	9317071650
TDOT/	I 40 WEST REST AREA - Mile 326.6, Cumberland Co. Rear Truck parking.	INTERSTATE 40 WEST BOUND	CROSSVILLE	9317070316	9317071086
TDOT/	I 40 EAST REST AREA - Mile 324.4, Cumberland Co.Front side of the car and truck parking that is together on the same side.	INTERSTATE 40 EAST BOUND	CROSSVILLE	9314848706	9317071867

TDOT/	I 40 EAST REST AREA - Mile 324.4, Cumberland Co. Front side of the car and truck parking that is together on the same side.	INTERSTATE 40 EAST BOUND	CROSSVILLE	9314568725	9317071862
TDOT/	I 40 WEST REST AREA - Mile 326.6, Cumberland Co. Front side car parking.	INTERSTATE 40 WEST BOUND	CROSSVILLE	9314566118	9317075274
TDOT/	I 40 WEST REST AREA - Mile 326.6, Cumberland Co. Rear Truck parking.	INTERSTATE 40 WEST BOUND	CROSSVILLE	9314565807	9317071962
TDOT/	I 40 WEST REST AREA - Mile 326.6, Cumberland Co. Front side car parking.	INTERSTATE 40 WEST BOUND	CROSSVILLE	9314564631	9317075340
TWRA	HERB PARSONS LAKE	135 HERB PARSONS WAY	COLLIERVILLE	9018539502	9018539502
GENERAL SERVICES	Donne.ey J. Hill State Office Buhilding, Ground floor	170 S MAIN ST	MEMPHIS	9015289370	9015289370
HUMAN SERVICES	TENN BUSINESS ENTP	167 N MAIN ST SUITE B-321	MEMPHIS	9015221870	9015221870
DCS	WILDER YOUTH, IN TRAILER BY MAINT. BLDG.	13870 HIGHWAY 59	SOMERVILLE	9014658099	9014658099
HUMAN SERVICES	TENNESSEE DEPARTMENT OF H	3230 JACKSON AV	MEMPHIS	9014549437	9014549437
unknown	OAKVILLE MEMORIAL STATE HOSPITAL	3391 OLD GETWELL RD FLR 2 BUILDING SNACKBAR	MEMPHIS	9013629853	9013629853
HUMAN SERVICES	STATE OF TENN DEPT OF HUMAN SERVICES	3360 S THIRD ST	MEMPHIS	9013329700	9013329700
SAFETY	DEPT OF PUBLIC SAFETY- DRIVER TESTING	7320 REGION LN	KNOXVILLE	8655239694	8655239694
DCS	MOUNTAIN VIEW YOUTH	809 PEAL LN UNIT OFFICE FLR LOBBY	DANDRIDGE	8653979963	8653979963
SAFETY	STATE TN DEPT SAFETY I-40W WEIGH SCALES	50 I-40 W BUILDING WEIGH STA	STANTON	7317729999	7317729999
SAFETY	STATE TN DEPT SAFETY I-40W WEIGH SCALES	50 I-40 W BUILDING WEIGH STA	STANTON	7317729997	7317729997
SAFETY	TENN PSC I-40 W WEIGH STATION	50 I-40 W BUILDING WEIGH STA	STANTON	7317728016	7317728016
SAFETY	STATE TN DEPT OF SAFETY I-40E WEIGH SCALES	50 I-40 W BUILDING WEIGH STA	STANTON	7317727631	7317727631
TDOT/	US-51 LAUDERDALE REST AREA, 5.3 MILES NORTH of COVINGTON, Outside Right	7344 HIGHWAY 51 S UNIT BOOTH	HENNING	7317389130	7317389130
TDOT/	US-51 LAUDERDALE REST AREA, 5.3 MILES NORTH of COVINGTON, Outside Right	7344 HIGHWAY 51 S	HENNING	7317389110	7317389110
TDOT/	US-51 LAUDERDALE REST AREA, 5.3 MILES NORTH of COVINGTON, Outside Right	7344 HIGHWAY 51 S	HENNING	7317389100	7317389100

TDOT/	I-40 WEST REST AREA (Camden), Benton Co. West- Front Outside	5100 INTERSTATE 40	HOLLADAY	7315849940	7315849940
TDOT/	I-40 EAST REST AREA (CAMDEN), Benton Co. East- Front Outside	4135 INTERSTATE 40 East	HOLLADAY	7315849939	7315849939
TDOT/	I-40 WEST REST AREA (Camden), Benton Co. West- Front Outside	5100 INTERSTATE 40	HOLLADAY	7315849814	7315849814
TDOT/	I-40 EAST REST AREA (CAMDEN), Benton Co. East- Front Outside	4135 INTERSTATE 40 East	HOLLADAY	7315849813	7315849813
TDOT/	I-40 EAST REST AREA (CAMDEN), Benton Co. East- Inside Lobby	4135 INTERSTATE 40 East	HOLLADAY	7315849414	7315849414
TDOT/	I-40 WEST REST AREA (Camden), Benton Co. West- Inside Lobby	5100 INTERSTATE 40	HOLLADAY	7315845001	7315845001
TDOT/	I-40 WEST REST AREA (Camden), Benton Co. West- Front Outside	5100 INTERSTATE 40	HOLLADAY	7315845000	7315845000
SAFETY	STATE OF TENN DR	100 BENCHMARK PL UNIT OUTSIDE	JACKSON	7314278038	7314278038
TDOT/	I-40 WEST REST AREA (Madison Co.), Front Outside	74 INTERSTATE 40 WEST	JACKSON	7314238166	7314238166
TDOT/	I-40 EAST REST AREA (Madison Co.), Rear Outside	74 INTERSTATE 40 EAST	JACKSON	7314229097	7314229097
TDOT/	I-40 EAST REST AREA (MM 73) Madison Co., Front Outside	74 INTERSTATE 40 EAST	JACKSON	7314229069	7314229069
TDOT/	I-40 WEST REST AREA (MM 73) Madison Co., Front Outside	74 INTERSTATE 40 WEST	JACKSON	7314229024	7314229024
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE UNIT LOUNGE FLR 1	NASHVILLE	6158899897	6158899897
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE ROOM DORM FLR 2	NASHVILLE	6158899841	6158899841
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE ROOM DORM FLR 2	NASHVILLE	6158899726	6158899726
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE	NASHVILLE	6158859988	6158859988
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE UNIT LOUNGE FLR 1	NASHVILLE	6158839829	6158839829
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE FLR 2	NASHVILLE	6158839828	6158839828
SAFETY	STATE LAW ENFORCEME	3025 LEBANON PKE FLR 2	NASHVILLE	6158839807	6158839807
HUMAN SERVICES	TENNESSEE STATE GOV	460 9TH AV FLR 1 BUILDING MENS DORM	SMYRNA	6154599932	6154599932
HUMAN SERVICES	TENNESSEE STATE GOV	464 C STREET FLR 3 BUILDING 464	SMYRNA	6154599898	6154599898

HUMAN SERVICES	TENNESSEE STATE GOV	463 C STREET FLR 3 BUILDING 463	SMYRNA	6154599894	6154599894
HUMAN SERVICES	TENNESSEE REHAB CENTER	460 9TH AV BUILDING 464	SMYRNA	6154599845	6154599845
HUMAN SERVICES	TENNESSEE STATE GOV	463 C STREET ROOM LOUNGE FLR 2 BUILDING 463	SMYRNA	6154599841	6154599841
HUMAN SERVICES	TENNESSEE STATE GOV	464 C STREET ROOM LOUNGE FLR 2 BUILDING 464	SMYRNA	6154599835	6154599835
MILITARY	TN NATIONAL GUARD	500 7TH AV	SMYRNA	6154599808	6154599808
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Front Parking	1000 INTERSTATE 40 WEST	DICKSON	6154469676	6154469676
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Front Parking	1000 INTERSTATE 40 EAST FLR LOBBY	DICKSON	6154469670	6154469670
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Back Truck Parking	1000 INTERSTATE 40 EAST	DICKSON	6154469562	6154469562
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Back Truck Parking	1000 INTERSTATE 40 EAST	DICKSON	6154469539	6154469539
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Back Truck Parking	1000 INTERSTATE 40 WEST	DICKSON	6154469507	6154469507
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Front Parking	1000 INTERSTATE 40 EAST UNIT FRONT	DICKSON	6154469504	6154469504
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Front Parking	1000 INTERSTATE 40 WEST	DICKSON	6154469501	6154469501
SAFETY	TENNESSEE STATE GOV	1601 MURFREESBORO PKE UNIT INSIDE BUILDING DRVR TSTG	NASHVILLE	6153619095	6153619095
HUMAN SERVICES	TENNESSEE STATE GOV REHAB	463 9TH AV FLR 1 BUILDING E	SMYRNA	6153558283	6153558283
GENERAL SERVICES	TENNESSEE STATE OF COOK CHILL FOOD PROGRAM	6404 CENTENNIAL BLVD FLR LOBBY	NASHVILLE	6153506895	6153506895
SAFETY	STATE TN DEPT SAFETY I-65 S WEIGH SCALES	117 I-65 SOUTH SCALES	PORTLAND	6153259948	6153259948
SAFETY	TENNESSEE STATE GOV - SCALES	117 I-65 SOUTH SCALES BUILDING WEST	PORTLAND	6153259906	6153259906
SAFETY	TENNESSEE STATE GOV - PORTLAND SCALES, INSIDE THE OFFICE	117 I-65 NORTH SCALES (5753 HWY 31 W)	PORTLAND	6153259904	6153259904
SAFETY	STATE TN DEPT SAFETY I-65N WEIGH SCALES	117 I-65 NORTH SCALES (5753 HWY 31 W)	PORTLAND	6153259903	6153259903
SAFETY	STATE OF TENN DEPT OF PUB	275 STEWARTS FERRY PKWY N FLR 1 BUILDING HARRISON	NASHVILLE	6153169250	6153169250

Legislature	LEGISLATURE, Capitol 2nd floor	700 Charlotte Ave., Capitol	NASHVILLE	6153138420	6153138420
SAFETY	CVE	1148 FOSTER AV FLR LOBBY	NASHVILLE	6153138248	6153138248
HUMAN SERVICES	DEPT OF HUMAN SERVI	1000 2ND AV N UNIT INSIDE	NASHVILLE	6152599800	6152599800
Legislature	TENNESSEE STATEGOV, hallway by Leg Suite 18	300 CAPITOL BLVD FLR 1	NASHVILLE	6152569756	6152569756
Legislature	TENNESSEE STATE, Legislative Plaza hallway by Elevator # 7	300 CAPITOL BLVD FLR 1 BUILDING TURNERHAL	NASHVILLE	6152569747	6152569747
Legislature	TENNESSEE STATE OF, Legislative Plaza Cafeteria	300 CAPITOL BLVD UNIT HALL FLR 1	NASHVILLE	6152569742	6152569742
Legislature	TENNESSEE STATE, Hallway by elevator # 7	300 CAPITOL BLVD FLR 1 BUILDING TURNERHAL	NASHVILLE	6152569705	6152569705
Legislature	TENNESSEE STATEGOV, Hallway by Cafeteria	300 CAPITOL BLVD FLR 1	NASHVILLE	6152569593	6152569593
GENERAL SERVICES	STATE CULTURAL CENT	502 UNION ST	NASHVILLE	6152569508	6152569508
GENERAL SERVICES	LIBRARY & ARCHIVES, Public Service Area	403 7TH AV N	NASHVILLE	6152569191	6152569191
TRA	TENNESSEE REGULATORY AUTHORITY	460 JAMES ROBERTSON PKWY	NASHVILLE	6152569143	6152569143
SAFETY	TENNESSEE PREPARATORY, safety building front lobby	1200 FOSTER AV (per client address is 1150 FOSTER AV FLR 1 BUILDING BROWNING)	NASHVILLE	6152519919	6152519919
SAFETY	TENNESSEE PREPARATORY, Safety building front lobby	1200 FOSTER AV (per client address is 1150 FOSTER AV FLR 1 BUILDING BROWNING)	NASHVILLE	6152519870	6152519870
GENERAL SERVICES	ANDREW JACKSON OFC	500 DEADERICK ST UNIT ENTRANCE FLR BASEMENT	NASHVILLE	6152519735	6152519735
HUMAN SERVICES	DEPT OF HUMAN SERVI	1000 2ND AV N ROOM RESTROOM	NASHVILLE	6152519711	6152519711
GENERAL SERVICES	TN STATE CULTURAL CTR - TICKET SALES AREA	502 UNION ST UNIT ENTRANCE FLR LOWER	NASHVILLE	6152519519	6152519519
Legislature	LEGISLATURE, Capitol 2nd floor	700 Charlotte Ave., Capitol	NASHVILLE	6152519056	6152519056
HUMAN SERVICES	TENNESSEE REHAB CENTER, TLS	460 9TH AV	SMYRNA	6152209547	6152209547
HUMAN SERVICES	TENNESSEE REHAB CENTER, TLS	460 9TH AV	SMYRNA	6152209546	6152209546
HUMAN SERVICES	TENNESSEE REHAB CENTER, TLS	460 9TH AV	SMYRNA	6152209545	6152209545
TDOT/	I-24 EAST NICKAJACK REST AREA , MILE 160, Marion Co. Outside Right Front	160 INTERSTATE 24 EAST	JASPER	4239429984	4239429984

TDOT/	I-24 EAST NICKAJACK REST AREA, MILE 160, Marion Co. Outside Right Front	160 INTERSTATE 24 EAST	JASPER	4239429817	4239429817
TDOT/	I-24 EAST NICKAJACK REST AREA, MILE 160, Marion Co. Outside Right Front	160 INTERSTATE 24 EAST	JASPER	4239428655	4239428655
TDOT	STATE OF TN I-75 Rest Area North-Mile 45.2, McMinn Co. North- Car Parking Side	305 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9226	423-744-9226
TDOT	STATE OF TENNESSEE I-75 Rest Area South-Mile 45.2, McMinn Co. South- Car Parking Side	300 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9225	423-744-9225
TDOT	STATE OF TN I-75 Rest Area South-Mile 45.2, McMinn Co. South- Truck Parking Side	300 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9208	423-744-9208
TDOT	STATE OF TENNESSEE I-75 Rest Area South-Mile 45.2, McMinn Co. South- Car Parking Side	300 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9207	423-744-9207
TDOT	STATE OF TN I-75 Rest Area North-Mile 45.2, McMinn Co. North Car Parking Side	305 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9193	423-744-9193
TDOT	STATE OF TENNESSEE I-75 Rest Area South-Mile 45.2, McMinn Co. South- Car Parking Side	300 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9192	423-744-9192
TDOT	STATE OF TN I-75 Rest Area North-Mile 45.2, McMinn Co. North- Truck Parking Side	305 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9171	423-744-9171
TDOT	STATE OF TN I-75 Rest Area North-Mile 45.2, McMinn Co. North- Truck Parking Side	305 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9135	423-744-9135
TDOT	STATE OF TN I-75 Rest Area North-Mile 45.2, McMinn Co. North- Truck Parking Side	305 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9134	423-744-9134
TDOT	STATE OF TENNESSEE I-75 Rest Area South-Mile 45.2, McMinn Co. South- Car Parking Side	300 INTERSTATE 75 (McMinn Co.)	ATHENS	423-744-9126	423-744-9126
SAFETY	TENNESSEE STATE GOVT	6502 BONNY OAKS DR	CHATTANOOGA	4235108526	4235108526
SAFETY	TENN HIGHWAY PATROL	184 JOE MCRARY RD	FALL BRANCH	4233486725	4233481486
GENERAL SERVICES	STATE OF TENNESSEE	540 MC*CALLIE AV FLR LOBBY	CHATTANOOGA	4232650158	4232650158
SAFETY	STATE TN DEPT OF SAFETY I-81S WEIGH SCALES	1150 FOSTER AV (per client P. O. Box 310)	BULLS GAP	4232359031	4233259031
TDOT/	I 81 SOUTH REST AREA - mile 41.0, Greene Co. South Front of Building Parking Car Parking	1 I-81 SOUTH - BAILEYTON	BAILEYTON	4232342236	4232340651
TDOT/	I 81 SOUTH REST AREA - mile 41.0, Greene Co. South Back of Building Truck Parking	1 I-81 SOUTH - BAILEYTON	BAILEYTON	4232342235	4232340650
TDOT/	I 81 SOUTH REST AREA - mile 41.0, Greene Co. South Front of Building Parking Car Parking	1 I-81 SOUTH - BAILEYTON	BAILEYTON	4232342234	4232340649

TDOT/	I 81 SOUTH REST AREA - mile 41.0, Greene Co. South Back of Building Truck Parking	1 I-81 SOUTH - BAILEYTON	BAILEYTON	4232342233	4232340648
TDOT/	I 81 NORTH REST AREA - Mile 38.0, Greene Co. North Back of Building Truck Parking	1 N INTERSTATE 81 - BAILEYTON N	BAILEYTON	4232342189	4232340161
TDOT/	I 81 NORTH REST AREA - Mile 38.0, Greene Co. North Front of Building Car Parking	1 N INTERSTATE 81 - BAILEYTON N	BAILEYTON	4232342188	4232340156
TDOT/	I 81 NORTH REST AREA - Mile 38.0, Greene Co. North Back of Building Truck Parking	1 N INTERSTATE 81 - BAILEYTON N	BAILEYTON	4232342187	4232340148
TDOT/	I 81 NORTH REST AREA - Mile 38.0, Greene Co. North Front of Building Car Parking	1 N INTERSTATE 81 - BAILEYTON N	BAILEYTON	4232342186	4232340114
TDEC	TIMS FORD STATE PARK, AT CAMPGROUND RESTROOM/BATHHOUSE	570 TIMS FORD DR	WINCHESTER	9319689659	
TDEC	TIMS FORD STATE PARK, rec center	1290 TIMS FORD DR	WINCHESTER	9319679837	9319679837
TDEC	TIMS FORD STATE PARK, park ofc	570 TIMS FORD DR	WINCHESTER	9319679836	9319679836
TDEC	TIMS FORD STATE PARK	300 CAMPGROUND CIR BUILDING CHK IN STA	WINCHESTER	9319679824	9319679824
TDEC	PICKETT STATE PARK RANGER OFFICE	4465 PICKETT PARK HWY	JAMESTOWN	9318793822	9318796187
TDEC	PICKETT STATE PARK POOL	4465 PICKETT PARK HWY	JAMESTOWN	9318793816	9318796166
TDEC	PICKETT STATE PARK	4465 PICKETT PARK HWY UNIT KITCHEN	JAMESTOWN	9318793815	9318796135
TDEC	EDGAR EVINS STATE PARK C BLDG	1630 EDGAR EVIN STATE PARK RD	SILVER POINT	9318581330	9318581024
TDEC	EDGAR EVINS STATE PARK CAMPGRD OFFICE	1630 EDGAR EVIN STATE PARK RD	SILVER POINT	9318581325	9318581023
TDEC	EDGAR EVINS STATE PARK	1630 EDGAR EVINS STATE PARK RD	SILVER POINT	9318581311	9318581022
TDEC	STANDING STONE STATE PARK	523 BEACH RD (office)	HILHAM	9318231243	9318232578
TDEC	STANDING STONE STATE PARK	1674 STANDING STONE PARK HWY	HILHAM	9318231242	9318232572
TDEC	DAVY CROCKETT STATE PARK	1300 W GAINES ST UNIT RESTAURANT	LAWRENCEBUR G	9317629937	9317629937
TDEC	DAVY CROCKETT STATE PARK	1300 W GAINES ST	LAWRENCEBUR G	9317629900	9317629900
TDEC	DAVY CROCKETT STATE PARK POOL	1300 W GAINES ST	LAWRENCEBUR G	9317628852	9317628852
TDEC	OLD STONE FORT STATE PARK	154 CAMPGROUND LN	MANCHESTER	9317289330	9317289330

SAFETY	STATE OF TN DEPT OF SAFETY-I24 E WEIGH STATION	4610 INTERSTATE 24	MANCHESTER	9317289241	9317289241
TDEC	CUMBERLAND MTN STATE PARK	24 OFFICE DR	CROSSVILLE	9317077008	9314841034
TDEC	CUMBERLAND MOUNTAIN STATE PARK	24 OFFICE DR UNIT OUTSIDE RR	CROSSVILLE	9317071665	9314562666
TDEC	CUMBERLAND MTN STATE PARK	24 OFFICE DR	CROSSVILLE	9317070086	9314560419
TDEC	SO. CUMBERLAND RECREATION AREA	1 STONE DOOR RD	MONTEAGLE	9316922057	9316922584
TDEC	ROCK ISLAND STATE PARK - STORE	82 BEACH RD	ROCK ISLAND	9316863425	9316863243
TDEC	ROCK ISLAND STATE PARK - STORE	82 BEACH RD	ROCK ISLAND	9316863417	9316863242
TDEC	ROCK ISLAND STATE PARK	82 BEACH RD	ROCK ISLAND	9316863416	9316863241
CORRECTIONS	ST OF TN-WAYNE COUNTY BOOT CAMP	245 CARROLL RD UNIT ENTR FLR LOBBY	CLIFTON	9316763727	9316765698
CORRECTIONS	SOUTH CENTRAL CORRECTIONAL	555 W 3RD ST	CLIFTON	9316763646	9316765697
TOURIST DEVELOPMENT/	CLARKSVILLE WELCOME CENTER	1700 INTERSTATE 24 EAST	CLARKSVILLE	9315529950	9315529950
TOURIST DEVELOPMENT/	CLARKSVILLE WELCOME CENTER	1700 INTERSTATE 24 EAST	CLARKSVILLE	9315529901	9315529901
TOURIST DEVELOPMENT/	CLARKSVILLE WELCOME CENTER	1700 INTERSTATE 24 EAST UNIT OUTSIDE	CLARKSVILLE	9315529767	9315529767
TOURIST DEVELOPMENT/	CLARKSVILLE WELCOME CENTER	1700 INTERSTATE 24 EAST ROOM RESTROOM	CLARKSVILLE	9315529646	9315529646
TDEC	CUMBERLAND MTN STATE PARK	24 OFFICE DR	CROSSVILLE	9314848672	9314842874
TOURIST DEVELOPMENT/	ARDMORE WELCOME CTR	3 INTERSTATE 65 NORTH	ARDMORE	9314689265	9314689265
TOURIST DEVELOPMENT/	ARDMORE WELCOME CTR	3 INTERSTATE 65 NORTH	ARDMORE	9314689259	9314689259
TOURIST DEVELOPMENT/	ARDMORE WELCOME CTR	3 INTERSTATE 65 NORTH	ARDMORE	9314682824	9314682824
TOURIST DEVELOPMENT/	ARDMORE WELCOME CTR	3 INTERSTATE 65 NORTH	ARDMORE	9314682089	9314682089
TDEC	CUMBERLAND MTN STATE PARK	24 OFFICE DR	CROSSVILLE	9314565247	9314846385
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST	TULLAHOMA	9314559283	9314559283
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST BUILDING COMMISSARY	TULLAHOMA	9314559244	9314559244
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST FLR 2 BUILDING FARRAH	TULLAHOMA	9314559219	9314559219
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST ROOM DAY ROOM	TULLAHOMA	9314559207	9314559207

CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST	TULLAHOMA	9314559203	9314559203
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST	TULLAHOMA	9314559200	9314559200
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST	TULLAHOMA	9314549911	9314549911
CORRECTIONS	TENNESSEE CORRECTIONS ACADEMY	1314 S JACKSON ST	TULLAHOMA	9314549818	9314549818
TDEC	BURGESS FALLS STATE NATURAL AREA (added on BG8348)	4000 BURGESS FALLS DRIVE	SPARTA	9314321140	
TDEC	HENRY HORTON STATE PARK POOL ROOM	4209 NASHVILLE HWY	CHAPEL HILL	9313649387	9313649375
TDEC	HENRY HORTON STATE PARK CAMPGROUND	4209 NASHVILLE HWY	CHAPEL HILL	9313649385	9313645408
TDEC	MEEMAN-SHELBY FOREST	579 RIDDICK RD	MILLINGTON	9018763595	9018763880
TDEC	MEEMAN-SHELBY FOREST	661 MUSEUM RD	MILLINGTON	9018763594	9018763860
TDEC	MEEMAN-SHELBY FOREST	361 GRASSY LAKE RD	MILLINGTON	9018763593	9018763840
TDEC	MEEMAN-SHELBY FOREST VISITORS CENTER	910 RIDDICK RD	MILLINGTON	9018763592	9018763830
TDEC	MEEMAN-SHELBY FOREST	300 POPLAR TREE LAKE#2 RD	MILLINGTON	9018763591	9018763820
TDEC	MEEMAN-SHELBY FOREST VISITOR CTR	1100 ORGANIZED CAMP RD	MILLINGTON	9018763590	9018763810
MENTAL HEALTH	ARLINGTON DEVELOPMENT	11293 MEMPHIS- ARLINGTON RD UNIT 5	ARLINGTON	9018679626	9018679626
MENTAL HEALTH	ARLINGTON DEVELOPME	11293 MEMPHIS- ARLINGTON RD	ARLINGTON	9018679182	9018679182
MENTAL HEALTH	ARLINGTON DEVELOPME	11293 MEMPHIS- ARLINGTON RD	ARLINGTON	9018679158	9018679158
MENTAL HEALTH	ARLINGTON DEVELOPME	11293 MEMPHIS- ARLINGTON RD	ARLINGTON	9018679157	9018679157
MENTAL HEALTH	ARLINGTON DEVELOPME	11293 MEMPHIS- ARLINGTON RD	ARLINGTON	9018679151	9018679151
MENTAL HEALTH	ARLINGTON DEVELOPME	11293 MEMPHIS- ARLINGTON RD	ARLINGTON	9018679118	9018679118
MENTAL HEALTH	ARLINGTON DEVELOPME	11293 MEMPHIS- ARLINGTON RD FLR LOBBY	ARLINGTON	9018679115	9018679115
MENTAL HEALTH	ARLINGTON DEVELOPMENT	11293 MEMPHIS- ARLINGTON RD ROOM LAUNDRY	ARLINGTON	9018679112	9018679112
TDEC	T. O. FULLER STATE PARK	1915 INDIAN VILLAGE RD	MEMPHIS	9017859892	9017859892
TDEC	FULLER STATE PARK GOLF CLUBHOUSE	1400 PAVILLION DR	MEMPHIS	9017859800	9017859800
TOURIST DEVELOPMENT/	MEMPHIS I-40 WELCOME CENT	119 NORTH RIVERSIDE DR UNIT FRNT ENTR	MEMPHIS	9015799214	9015799214
MENTAL HEALTH	MEMPHIS MENTAL HEALth, Lobby	865 POPLAR	MEMPHIS	9015259011	9015259011

TOURIST DEVELOPMENT/	MEMPHIS I-40 WELCOME CENTER (D'TWN MEMPHIS)	119 NORTH RIVERSIDE DR UNIT FRNT ENTR	MEMPHIS	9015238534	9015238534
DCS	WILDER YOUTH, DORM 8 / ON BLOCK WALL	13870 HIGHWAY 59	SOMERVILLE	9014655957	9014655957
DCS	WILDER YOUTH, DORM 7 / ON COLUMN	13870 HIGHWAY 59	SOMERVILLE	9014655956	9014655956
DCS	WILDER YOUTH, DORM 6 / ON COLUMN	13870 HIGHWAY 59	SOMERVILLE	9014655955	9014655955
DCS	WILDER YOUTH, DORM 5 / ON COLUMN	13870 HIGHWAY 59	SOMERVILLE	9014655954	9014655954
DCS	WILDER YOUTH, DORM 4 / ON COLUMN	13870 HIGHWAY 59	SOMERVILLE	9014655953	9014655953
DCS	WILDER YOUTH, DORM 3 / ON COLUMN	13870 HIGHWAY 59	SOMERVILLE	9014655952	9014655952
DCS	WILDER YOUTH, DORM 2 / ON WALL	13870 HIGHWAY 59	SOMERVILLE	9014655951	9014655951
DCS	WILDER YOUTH, DORM1 / ON COLUMN	13870 HIGHWAY 59	SOMERVILLE	9014655950	9014655950
TOURIST DEVELOPMENT/	MEMPHIS I-55 WELCOME CENTER	3910 S INTERSTATE 55	MEMPHIS	9013329880	9013329880
TOURIST DEVELOPMENT/	MEMPHIS I-55 WELCOME CENTER	3910 S INTERSTATE 55	MEMPHIS	9013329876	9013329876
TOURIST DEVELOPMENT/	MEMPHIS I-55 WELCOME CENTER	3910 S INTERSTATE 55	MEMPHIS	9013329595	9013329595
TOURIST DEVELOPMENT/	MEMPHIS I-55 WELCOME CENTER	3910 S INTERSTATE 55	MEMPHIS	9013329073	9013329073
TOURIST DEVELOPMENT/	MEMPHIS I-55 WELCOME CENTER	3910 S INTERSTATE 55	MEMPHIS	9013329072	9013329072
TDEC	BIG RIDGE STATE PARK	1015 BIG RIDGE PARK RD	MAYNARDVILLE	8659929194	8659929194
TDOT/	TDOT REST AREA - MILE 2.0, Jefferson Co. Outside Front of Bldg.	2 I-81 SOUTH	WHITE PINE	8656749941	8656749941
TDOT	REST AREA, (I-81 south @ M.M.002 Newport, TN 37821)	2 I-81 SOUTH	WHITE PINE	8656748079	
MENTAL HEALTH	LAKESHORE MENTAL, Baker Lobby	5908 LYONS VIEW PKE FLR LOBBY	KNOXVILLE	8655889267	8655889267
MENTAL HEALTH	LAKESHORE MENTAL, CHOTA LOBBY	5908 LYONS VIEW PKE FLR 1	KNOXVILLE	8655889123	8655889123
MENTAL HEALTH	LAKESHORE MENTAL, CHOTA LOBBY	5908 LYONS VIEW PKE FLR LOBBY BUILDING CHOTA	KNOXVILLE	8655849805	8655849805
TDEC	NORRIS DAM STATE PARK	195 LAKESIDE LOOP	LAKE CITY	8654949985	8654949985
TDEC	NORRIS DAM STATE PARK	220 LAKESIDE LOOP	LAKE CITY	8654949928	8654949928
TDOT	REST AREA, (I-40 east @ M.M.420 Newport, TN 37821) (WITH 865-397-9932)	419 I-40 EAST	DANDRIDGE	8654841623	
TDEC	NORRIS DAM STATE PARK	651 VILLAGE GREEN DR	LAKE CITY	8654269913	8654269913

TDEC	NORRIS DAM STATE PARK, Campground	785 Andrews Ridge Road	LAKE CITY	8654269448	none
TDEC	NORRIS DAM STATE PARK	125 Village Green Cir	LAKE CITY	8654262402	none
TDOT/	TDOT REST AREA (MM 420) Jefferson Co., Outside Front of Bldg.	419 I-40 EAST REST AREA	DANDRIDGE	8653979932	8653979932
TDOT	REST AREA, (I-40 west @ M.M.425 Newport, TN 37821)	419 I-40 WEST	DANDRIDGE	8653978181	
TDOT/	TDOT REST AREA (MM 425) Jefferson Co. , Outside Front of Bldg.	419 I-40 WEST REST AREA	DANDRIDGE	8653978142	8653978142
TDEC	CHICKASAW STATEPAR	660 CAMPGROUND RD	HENDERSON	7319899906	7319899906
TDEC	CHICKASAW STATE PARK	120 CABIN LN	HENDERSON	7319892507	7319892507
TDEC	CHICKASAW STATE PARK	155 CAMPGROUND RD	HENDERSON	7319892504	7319892504
TDEC	PINSON MOUNDS STATE PARK	420 OZIER RD	PINSON	7319885654	7319885654
TDEC	PINSON MOUNDS STATE	460 OZIER RD UNIT MUSEUM	PINSON	7319885653	7319885653
TDEC	NATCHEZ TRACE STATE PARK	22420 NATCHEZ TRACE RD UNIT OUTSIDE	YUMA	7319689181	7319689181
TDEC	NATCHEZ TRACE STATE, PARKBUCKSNORT WRANGLER CAMPGRD	24323 NATCHEZ TRACE RD	YUMA OR WILDERSVILLE	7319689160	7319689160
TDEC	NATCHEZ TRACE STATE PARK	100 PIN OAK RD	WILDERSVILLE	7319689150	7319689150
TDEC	NATCHEZ TRACE STATE	567 PIN OAK LODGE LN FLR LOBBY	WILDERSVILLE	7319689139	7319689139
TDEC	NATCHEZ TRACE STATE PARK	20296 NATHCEZ TRACE RD	WILDERSVILLE	7319688386	7319688386
TDEC	NATCHEZ TRACE STATE	818 CABIN RD	WILDERSVILLE	7319685167	7319685167
TDEC	NATCHEZ TRACE STATE PARK, EQUESTRAIN CTR.	24053 NATCHEZ TRACE RD	WILDERSVILLE	7319680725	7319689654
TDEC	NATCHEZ TRACE STATE PARK	100 PIN OAK RD	WILDERSVILLE	7319679170	7319679170
CORRECTIONS	WEST TNN HIGH SECURITY FACILITY	521 GREEN CHAPEL RD	HENNING	7317389112	7317389112
TDEC	PICKWICK LANDING STATE PARK	855 HARDIN DOCK RD	ADAMSVILLE	7316890486	7316895200
TDEC	PICKWICK LANDING STATE PARK	465 MARINA WAY	ADAMSVILLE	7316890438	7316895242
TDEC	PICKWICK LANDING STATE PARK	220 PLAYGROUND LOOP UNIT TELE RM FLR 1ST FLR	ADAMSVILLE	7316890436	7316895204
TDEC	PICKWICK LANDING STATE PARK	220 PLAYGROUND LOOP UNIT TELE RM FLR 1ST FLR	ADAMSVILLE	7316890399	7316895244
TDEC	PICKWICK LANDING STATE PARK	220 PLAYGROUND LOOP UNIT TELE RM FLR 1ST FLR	ADAMSVILLE	7316890346	7316895471

TDEC	PICKWICK LANDING STATE PARK	60 WINFIELD LN	ADAMSVILLE	7316890337	7316895213
TDEC	PICKWICK LANDING STATE PARK	220 PLAYGROUND LOOP UNIT TELE RM FLR 1ST FLR	ADAMSVILLE	7316890331	7316895487
MENTAL HEALTH	WESTERN MENTAL HEALTH, Luton 3rd floor lobby	11100 HIGHWAY 64	BOLIVAR	7316589813	7316589813
MENTAL HEALTH	WESTERN MENTAL HEALTH,DUNN BLD ANNEX	11100 HIGHWAY 64	BOLIVAR	7316589810	7316589810
MENTAL HEALTH	WESTERN MENTAL HEALTH,Clement Unit B visitors area	11100 HIGHWAY 64	BOLIVAR	7316589809	7316589809
MENTAL HEALTH	WESTERN MENTAL HEALTH, Luton 2nd floor lobby	11100 HIGHWAY 64	BOLIVAR	7316589807	7316589807
MENTAL HEALTH	WESTERN MENTAL HEALTH,Clement Unit D visitors area	11100 HIGHWAY 64	BOLIVAR	7316589806	7316589806
MENTAL HEALTH	WESTERN MENTAL HEALTH, Clement Admissions area	11100 HIGHWAY 64	BOLIVAR	7316589804	7316589804
MENTAL HEALTH	WESTERN MENTAL HEALTH, 2ND FLOOR, CENTER LOBBY, LUTON HALL (2ND PHONE AT THIS LOCATION)	11100 HIGHWAY 64	BOLIVAR	7316589803	7316589803
MENTAL HEALTH	WESTERN MENTAL HEALTH, Clement Booth in lobby	11100 HIGHWAY 64	BOLIVAR	7316589197	7316589197
MENTAL HEALTH	WESTERN MENTAL HEALTH, Clement Unit H visitors area	11100 HIGHWAY 64	BOLIVAR	7316589196	7316589196
MENTAL HEALTH	WESTERN MENTAL HEALTH,Clement Admissions area	11100 HIGHWAY 64	BOLIVAR	7316589195	7316589195
MENTAL HEALTH	WESTERN MENTAL HEALTH, Clement Unit B visitors area	11100 HIGHWAY 64	BOLIVAR	7316589180	7316589180
MENTAL HEALTH	WESTERN MENTAL HEALTH, Clement Unit E visitors area	11100 HIGHWAY 64 BUILDING CLEMENT	BOLIVAR	7316589158	7316589158
MENTAL HEALTH	WESTERN MENTAL HEALTH, Dunn By the day room	2310 ROBERTSON RD BUILDING DUNN (1100 Highway 64)	BOLIVAR	7316589154	7316589154
TDEC	CHICKASAW STATE PARK GROUP CAMP	2140 LA*JOIE RD UNIT MESS HALL	MEDINA? Medon	7316589117	7316589117
MENTAL HEALTH	WESTERN MENTAL HEALTH, Hardeman Hall in room 43	2310 ROBERTSON RD FLR 2 HLWY BUILDING HARDMAN (1100 Highway 64)	BOLIVAR	7316589077	7316589077

TDEC	BIG HILL POND STATE PARK	1435 JOHN HOWELL RD	POCAHONTAS	7316458093	7316458093
TDEC	PARIS LANDING STATE	69 FISHING PIER DR LOT CAMP BUILDING GROUND (per client 70 Campground rd)	SPRINGVILLE (per client Buchanan)	7316449609	7316449609
TDEC	PARIS LANDING STATE	400 LODGE RD BUILDING HOTEL	BUCHANAN	7316449600	7316449600
TDEC	PARIS LANDING STATE PARK PAVILLON	605 BRIDGEVIEW RD UNIT PAVILION	BUCHANAN	7316449044	7316449044
TDEC	PARIS LANDING STATE PARK POOL	435 BRIDGEVIEW RD BUILDING POOL	BUCHANAN	7316429949	7316429949
TDEC	PARIS LANDING STATE PARK	400 LODGE RD BUILDING HOTEL	BUCHANAN	7316429874	7316429874
TDEC	MARINA HARBOR	41 PARIS LANDING MARINA DR	BUCHANAN	7316429829	7316429829
TDEC	PARIS LANDING STATE PARK CONVENTION CTR	400 LODGE RD	BUCHANAN	7316429401	7316429401
TDEC	PARIS LANDING STATE PARK	400 LODGE RD	BUCHANAN	7316428297	7316428297
TDEC	NATHAN BEDFORDFORE	672 HAPPY HOLLOW RD	CAMDEN	7315849921	7315849921
TDEC	REELFOOT STATE PARK, KIRBY POCKET	5026 W HIGHWAY 22	HORNBEAK	7315389969	7315389969
TDEC	REELFOOT STATE PARK, CAMP GROUND	6816 W HIGHWAY 21	HORNBEAK	7315389806	7315389806
TDEC	REELFOOT STATE PARK, CAMP GROUND	6816 W HIGHWAY 21	HORNBEAK	7315389801	7315389801
TOURIST DEVELOPMENT/	DYERSBURG WELCOME CENTER	4093 INTERSTATE 155 EAST	DYERSBURG	7312869151	7312869151
TOURIST DEVELOPMENT/	DYERSBURG WELCOME CENTER	4093 INTERSTATE 155 EAST	DYERSBURG	7312869123	7312869123
TOURIST DEVELOPMENT/	DYERSBURG WELCOME CENTER	4093 INTERSTATE 155 EAST	DYERSBURG	7312859932	7312859932
TDEC	REELFOOT LAKESTATE, SPILLWAY	74 HIGHWAY 21	TIPTONVILLE	7312539834	7312539834
TDEC	REELFOOT STATE PARK - LODGE	59 HIGHWAY 78	TIPTONVILLE	7312539825	7312539825
TDEC	REELFOOT STATE PARK	59 HIGHWAY 78	TIPTONVILLE	7312538618	7312538618
SAFETY	STATE OF TENN DEPT OF PUBLIC SAFETY	275 STEWARTS FERRY PKWY N FLR 2 BUILDING HARRISON	NASHVILLE	6159029784	6159029784
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, FSP	221 STEWARTS FERRY PIKE	NASHVILLE	6158899879	6158899879
MENTAL HEALTH	cloverbottom developmental center	275 STEWARTS FERRY PKE BUILDING VN BUREN	NASHVILLE	6158899723	6158899723
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT F	221 STEWARTS FERRY PIKE	NASHVILLE	6158859803	6158859803
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT I	221 STEWARTS FERRY PIKE	NASHVILLE	6158859733	6158859733

MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT D	221 STEWARTS FERRY PIKE	NASHVILLE	6158859664	6158859664
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT C	221 STEWARTS FERRY PIKE	NASHVILLE	6158859642	6158859642
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT H	221 STEWARTS FERRY PIKE	NASHVILLE	6158859620	6158859620
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT G	221 STEWARTS FERRY PIKE	NASHVILLE	6158859470	6158859470
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT E	221 STEWARTS FERRY PIKE	NASHVILLE	6158859406	6158859406
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT I	221 STEWARTS FERRY PIKE	NASHVILLE	6158859076	6158859076
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT B	221 STEWARTS FERRY PIKE	NASHVILLE	6158858266	6158858266
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT B	221 STEWARTS FERRY PIKE	NASHVILLE	6158858195	6158858195
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT H	221 STEWARTS FERRY PIKE	NASHVILLE	6158858118	6158858118
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT G	221 STEWARTS FERRY PIKE	NASHVILLE	6158858087	6158858087
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT F	221 STEWARTS FERRY PIKE	NASHVILLE	6158858086	6158858086
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT A	221 STEWARTS FERRY PIKE	NASHVILLE	6158858055	6158858055
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, FSP	221 STEWARTS FERRY PIKE	NASHVILLE	6158858047	6158858047
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT D	221 STEWARTS FERRY PIKE	NASHVILLE	6158858034	6158858034
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, ADMISSIONS	221 STEWARTS FERRY PKE	NASHVILLE	6158856323	6158856323
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, ADMISSIONS	221 STEWARTS FERRY PKE	NASHVILLE	6158839144	6158839144
TDEC	MONTGOMERY BELL STATE PARK LODGE	1000 HOTEL AV	BURNS	6157979865	6157979865
TDEC	MONTGOMERY BELL STATE PARK LODGE	1000 HOTEL AV	BURNS	6157979390	6157979390
TDEC	MONTGOMERY BELL STATE PARK DINNING HALL	1000 CAMP ONE RD UNIT BOOTH	BURNS	6157979213	6157979213
TDEC	MONTGOMERY BELL STATE PARK PAVILION	2000 JACKSON HILL RD UNIT OFFICE	BURNS	6157979209	6157979209
TDEC	MONTGOMERY BELL STATE PARK	1050 JACKSON HILL RD UNIT OUTSIDE	BURNS	6157979202	6157979202
TDEC	MONTGOMERY BELL STATE PARK LODGE	1000 HOTEL AV	BURNS	6157979129	6157979129
TDEC	MONTGOMERY BELL STATE PARK	1020 JACKSON HILL RD	BURNS	6157975857	6157975857
DCS	WOODLAND HILLS YOUTH, SPENCER DORM	4011 STEWARTS LN	NASHVILLE	6157265284	6152590812
DCS	WOODLAND HILLS YOUTH, READ DORM	4011 STEWARTS LN	NASHVILLE	6157263062	6152590813

TOURIST DEVELOPMENT/	SMITH COUNTY WELCOME CENTER	INTERSTATE 40 EAST	BUFFALO VALLEY	6156832875	6156838942
TOURIST DEVELOPMENT/	SMITH COUNTY WELCOME CENTER	INTERSTATE 40 EAST NEAR CARTHAGE	BUFFALO VALLEY	6156832874	6156838764
TOURIST DEVELOPMENT/	SMITH WELCOME CENTER, I-40 WEST	INTERSTATE 40	BUFFALO VALLEY	6156832873	6156836242
TOURIST DEVELOPMENT/	SMITH COUNTY WELCOME CENTER	INTERSTATE 40 EAST	BUFFALO VALLEY	6156832871	6156834045
HUMAN SERVICES	TENNESSEE STATE GOV	9 9TH AV BUILDING 464	SMYRNA	6154599806	6154599806
TDOT/	TDOT REST AREA (MM 170), Dickson Co. Outside Back Truck Parking	1000 INTERSTATE 40 WEST	DICKSON	6154469511	6154469511
TDEC	CEDARS OF LEBANON STATE PARK	10 CEDAR FOREST RD BUILDING CAMP STORE	LEBANON	6154449975	6154449975
TDEC	CEDARS OF LEBANONS	328 CEDAR FOREST RD BUILDING GRP LODGE	LEBANON	6154449946	6154449946
TDEC	CEDARS OF LEBANON (could remove one at assembly hall)	328 CEDAR FOREST RD BUILDING RECREATION	LEBANON	6154449943	6154449943
TDEC	CEDARS OF LEBANON STATE P	328 CEDAR FOREST RD	LEBANON	6154449941	6154449941
TDEC	CEDARS OF LEBANON STATE PARK	328 CEDAR FOREST RD	LEBANON	6154449797	6154449797
TDEC	RADNOR LAKE STATE PARK	1160 OTTER CREEK RD BUILDING ADMIN	NASHVILLE	6153778732	6153778732
SAFETY	TENNESSEE DEPT OF	6604 CENTENNIAL BLVD	NASHVILLE	6153509999	6153509999
CORRECTIONS	RIVERBEND MAXIMUM	7475 COCKRILL BEND BLVD	NASHVILLE	6153509985	6153509985
CORRECTIONS	RIVERBEND MAXIMUMS	7475 COCKRILL BEND BLVD FLR LOBBY	NASHVILLE	6153509977	6153509977
CORRECTIONS	MTCC (NASHVILLE REGIONAL)	7177 COCKRILL BEND BLVD FLR LOBBY	NASHVILLE	6153509952	6153509952
CORRECTIONS	STATE TN DEBERRY CORRECTIONAL	7575 COCKRILL BEND BLVD	NASHVILLE	6153508167	6153508167
CORRECTIONS	STATE TN DEBERRY CORRECTIONAL	7575 COCKRILL BEND BLVD	NASHVILLE	6153508051	6153508051
TOURIST DEVELOPMENT/	MITCHELLEVILLE WELCOME CENTER (I 65 SOUTH)	6111 LAKE SPRINGS RD	PORTLAND	6153259965	6153259965
TOURIST DEVELOPMENT/	MITCHELLEVILLE WELCOME CENTER (I 65 SOUTH)	6111 LAKE SPRINGS RD	PORTLAND	6153259962	6153259962
TOURIST DEVELOPMENT/	MITCHELLEVILLE WELCOME CENTER (I 65 SOUTH)	6111 LAKE SPRINGS RD ROOM FRNT PORCH	PORTLAND	6153259953	6153259953
TOURIST DEVELOPMENT/	MITCHELLEVILLE WELCOME CENTER (I 65 SOUTH)	6111 LAKE SPRINGS RD ROOM BACK PORCH	PORTLAND	6153259933	6153259933
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT A	221 STEWARTS FERRY PIKE	NASHVILLE	6153169650	6153169650

MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT C	221 STEWARTS FERRY PIKE	NASHVILLE	6153169496	6153169496
MENTAL HEALTH	MENTAL HEALTH INSTITUTE, UNIT E	221 STEWARTS FERRY PIKE	NASHVILLE	6153169439	6153169439
TDEC	BICENTENNIAL CAPITOL MALL	600 JAMES ROBINSON PKWY BUILDING CONC	NASHVILLE	6153138713	6153138713
DCS	WOODLAND HILLS YOUTH, BETTS DORM	4011 STEWARTS LN	NASHVILLE	6152590969	6152590802
TDEC	STATE OF TENNESSEE	401 CHURCH ST ROOM BREAKROOM FLR 17	NASHVILLE	6152568868	6152568868
DCS	WOODLAND HILLS YOUTH, MORGAN HALL 1	4011 STEWARTS LN	NASHVILLE	6152568087	6152590800
DCS	WOODLAND HILLS YOUTH, CLEMMENT DORM	4011 STEWARTS LN	NASHVILLE	6152564138	6152590817
DCS	WOODLAND HILLS YOUTH, PIERCE DORM	4011 STEWARTS LN	NASHVILLE	6152563256	6152590803
DCS	WOODLAND HILLS YOUTH, MCWERTER DORM	4011 STEWARTS LN	NASHVILLE	6152554180	6152590814
unknown	TENNESSEE PREPARATO	1200 FOSTER AV UNIT INSIDE	NASHVILLE	6152519771	6152519771
unknown	TENNESSEE PREPARATORY,	1200 FOSTER AV	NASHVILLE	6152519674	6152519674
DCS	WOODLAND HILLS YOUTH, LOBBY OF MAIN BUILDING	4011 STEWARTS LN	NASHVILLE	6152519648	6152519648
DCS	WOODLAND HILLS YOUTH, PITTMAN DORM	4011 STEWARTS LN	NASHVILLE	6152486841	6152590819
DCS	WOODLAND HILLS YOUTH, GARLAND DORM	4011 STEWARTS LN	NASHVILLE	6152486175	6152590818
DCS	WOODLAND HILLS YOUTH, RUSSELL DORM	4011 STEWARTS LN	NASHVILLE	6152483243	6152590811
DCS	WOODLAND HILLS YOUTH, TEASLEY DORM	4011 STEWARTS LN	NASHVILLE	6152482914	6152590810
unknown	TENN STATE GOVT	624 HART LN	NASHVILLE	6152289083	6152289083
DCS	WOODLAND HILLS YOUTH, MORGAN HALL 2	4011 STEWARTS LN	NASHVILLE	6142429703	6152590801
TOURIST DEVELOPMENT/	NICKAJACK WELCOME CENTER	160 INTERSTATE 24 WEST	JASPER	4239429179	4239429179
TOURIST DEVELOPMENT/	NICKAJACK WELCOME CENTER	160 INTERSTATE 24 WEST	JASPER	4239429175	4239429175
TOURIST DEVELOPMENT/	NICKAJACK WELCOME CENTER	160 INTERSTATE 24 WEST	JASPER	4239429151	4239429151
TOURIST DEVELOPMENT/	NICKAJACK WELCOME CENTER	160 INTERSTATE 24 WEST	JASPER	4239429140	4239429140
TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75 UNIT MI MARK 1 BUILDING WEL STA	EAST RIDGE	4238999990	4238999990
TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75 UNIT MI MARK 1 BUILDING WEL STA (per cin bell address is 4 S interstate 75)	EAST RIDGE	4238999983	4238999983

TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75 UNIT MI MARK 1 BUILDING WEL STA	EAST RIDGE	4238999941	4238999941
TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75 UNIT MI MARK 1 BUILDING WEL STA	EAST RIDGE	4238999921	4238999921
TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75 UNIT MI MARK 1 BUILDING WEL STA	EAST RIDGE	4238999920	4238999920
TDEC	BOOKER T WASHINGTON STATE	5801 CHAMPION RD	CHATTANOOGA	4238949942	4238949942
TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75	EAST RIDGE	4238929858	4238929858
TDEC	FT LOUDOUN STATE PARK	338 FT LOUDOUN RD BUILDING BATH HOUSE	VONORE	4238847273	4238842056
TDEC	FALLS CREEK FALL STATE PARK - group lodge II	ROUTE 3	PIKEVILLE	4238815778	4238813005
TDEC	FALLS CREEK FALL STATE PARK - group camp I	ROUTE 3	PIKEVILLE	4238815771	4238815169
TDEC	FALLS CREEK FALL STATE PARK - INN	ROUTE 3	PIKEVILLE	4238815770	4238815166
TDEC	FALLS CREEK FALL STATE PARK = INN	ROUTE 3	PIKEVILLE	4238815769	4238815160
TDEC	FALLS CREEK FALL STATE PARK - pro shop	ROUTE 3	PIKEVILLE	4238815768	4238815148
TDEC	FALLS CREEK FALL STATE PARK - nature center	ROUTE 3	PIKEVILLE	4238815767	4238815129
TDEC	FALLS CREEK FALL STATE PARK - camper station	ROUTE 3	PIKEVILLE	4238815766	4238815126
TDEC	FALLS CREEK FALL STATE PARK - group camp II	ROUTE 3	PIKEVILLE	4238815765	4238815125
TDEC	FALLS CREEK FALL STATE PARK - INN	ROUTE 3	PIKEVILLE	4238815764	4238815112
TDEC	FALLS CREEK FALL STATE PARK - park office	ROUTE 3	PIKEVILLE	4238815761	4238815104
TDEC	FALLS CREEK FALL STATE PARK - campground	ROUTE 3	PIKEVILLE	4238815760	4238815102
TDEC	FALLS CREEK FALL STATE PARK - group lodge I	ROUTE 3	PIKEVILLE	4238815747	4238815088
TDEC	FALLS CREEK FALL STATE PARK - camper station	ROUTE 3	PIKEVILLE	4238815679	4238815084
TOURIST DEVELOPMENT/	CHATTANOOGA / EASTRIDGE WELCOME CENTER	1500 S INTERSTATE 75 BUILDING WEL STA	EAST RIDGE	4238551976	4238551976
TOURIST DEVELOPMENT/	TIFTONIA WELCOME CENTER	1000 INTERSTATE 24 WEST UNIT MI MRK 172 BUILDING WEL STA	CHATTANOOGA	4238219304	4238219304
TOURIST DEVELOPMENT/	TIFTONIA WELCOME CENTER	1000 INTERSTATE 24 WEST	CHATTANOOGA	4238219281	4238219281

TOURIST DEVELOPMENT/	TIFTONIA WELCOME CENTER	1000 INTERSTATE 24 WEST UNIT MI MRK 172 BUILDING WEL STA	CHATTANOOGA	4238219276	4238219276
TOURIST DEVELOPMENT/	TIFTONIA WELCOME CENTER	1000 INTERSTATE 24 WEST BUILDING LEFT	CHATTANOOGA	4238219272	4238219272
TOURIST DEVELOPMENT/	TIFTONIA WELCOME CENTER	1000 INTERSTATE 24 WEST BUILDING RIGHT	CHATTANOOGA	4238219254	4238219254
TOURIST DEVELOPMENT/	JELICO WELCOME CENTER	16320 INTERSTATE 75 SOUTH	JELICO	4237849945	4237849945
TDEC	INDIAN MOUNTAIN STATE PARK	143 INDIAN MOUNTAIN STATE PAR CIR	JELICO	4237849923	4237849923
TOURIST DEVELOPMENT/	JELICO WELCOME CENTER	16320 INTERSTATE 75 SOUTH	JELICO	4237849917	4237849917
TOURIST DEVELOPMENT/	JELICO WELCOME CENTER	16320 INTERSTATE 75 SOUTH	JELICO	4237849900	4237849900
TDEC	ROAN MOUNTAIN STATE PARK	1024 HIGHWAY 143	ROAN MOUNTAIN	4237724013	4237720124
TDEC	ROAN MOUNTAIN STATE PARK	1024 HIGHWAY 143	ROAN MOUNTAIN	4237724012	4237720122
TDEC	ROAN MOUNTAIN STATE PARK (**YES - 423-772-4011 can be REMOVED Cost Center-15601)	527 HIGHWAY 143	ROAN MOUNTAIN	4237724011	4237720027
TDEC	ROAN MOUNTAIN STATE PARK	1058 HIGHWAY 143	ROAN MOUNTAIN	4237720145	4237720127
TDEC	ROAN MOUNTAIN STATE PARK	1058 HIGHWAY 143	ROAN MOUNTAIN	4237720144	4237720126
TDEC	ROAN MOUNTAIN STATE PARK (**YES - 423-772-0143 can be REMOVED Cost Center-15601)	1058 HIGHWAY 143	ROAN MOUNTAIN	4237720143	4237720125
CORRECTIONS	NE CORRECTIONAL CENTER	111 RURAL ROUTE 3 **see note for correct address	MOUNTAIN CITY	4237278279	4237270259
MENTAL HEALTH	STATE TN GREEN VALLEY MENTAL HEALTH	4850 ANDREW JOHNSON HWY	GREENVILLE	4236380527	4236383282
MENTAL HEALTH	MOCCASIN BEND TN	100 MOCCASIN BEND RD UNIT 4	CHATTANOOGA	4236348162	4237569822
MENTAL HEALTH	MOCCASIN BEND TN	100 MOCCASIN BEND RD UNIT 1	CHATTANOOGA	4236348156	4237569177
TDEC	PANTHER CREEK STATE PARK	2010 PANTHER CREEK PARK RD	MORRISTOWN	4235819947	4235819947
TDEC	PANTHER CREEK STATE PARK	2010 PANTHER CREEK PARK RD	MORRISTOWN	4235819891	4235819891
Bd of Regents	TENNESSEE STATE AREA VOC (Tennessee Technology Center)	265 ELKINS RD	JACKSBORO	4235629996	4235629996

TDEC	COVE LAKE STATE PARK CHECK-IN (**YES - Kim A. Moore-Manager 423-562-9903 can be REMOVED Cost Center-12801)	152 HUMMINGBIRD LN	CARYVILLE	4235629903	4235629903
TDEC	COVE LAKE STATE PARK	134 SWAN DR	CARYVILLE	4235629296	4235629296
TDEC	COVE LAKE STATE PARK	152 HUMMINGBIRD LN	CARYVILLE	4235629242	4235629242
TDEC	COVE LAKE STATE PAR	153 GOOSE LN	CARYVILLE	4235629213	4235629213
TDEC	SYCAMORE SHOALS STATE PARK	1651 W ELK AV	ELIZABETHTON	4235423106	4235432469
TOURIST DEVELOPMENT/	HARTFORD / NEWPORT WELCOME CENTER	447 INTERSTATE 40	COSBY	4234879939	4234879939
TOURIST DEVELOPMENT/	HARTFORD / NEWPORT WELCOME CENTER	446 INTERSTATE 40	COSBY	4234879903	4234879903
TDEC	RED CLAY STATE HISTORICAL PARK	1140 RED CLAY PARK RD SW UNIT VISITR CTR	CLEVELAND	4234798130	4234798130
TDEC	FROZEN HEAD STATE NATURAL AREA	964 FLAT FORK RD	WARTBURG	4233468461	4233461898
TDEC	HARRISON BAY STATE PARK	8411 HARRISON BAY RD UNIT CSN STAND	HARRISON	4233444843	4233444843
TDEC	HARRISON BAY STATE PARK	8411 HARRISON BAY RD	HARRISON	4233444831	4233444831
TDEC	HARRISON BAY STATE PARK	8411 HARRISON BAY RD	HARRISON	4233444802	4233444802
TDEC	WARRIORS' PATH STATE PARK GOLF CLUBHOUSE	490 HEMLOCK RD	KINGSPORT	4233234886	4232790102
TOURIST DEVELOPMENT/	SOUTH BOUND REST AREA	100 INTERSTATE 81 SOUTH FLR BASEMENT	BRISTOL	4232740418	4239682973
TOURIST DEVELOPMENT/	SOUTH BOUND REST AREA	100 INTERSTATE 81 SOUTH FLR BASEMENT	BRISTOL	4232740417	4239682870
MENTAL HEALTH	MOCCASIN BEND TN	100 MOCCASIN BEND RD UNIT 3	CHATTANOOGA	4232666905	4236349062
MENTAL HEALTH	MOCCASIN BEND MENTA	100 MOCCASIN BEND RD	CHATTANOOGA	4232659193	4232659193
MENTAL HEALTH	MOCCASIN BEND MENTA	100 MOCCASIN BEND RD UNIT LEFT BUILDING WINSTON	CHATTANOOGA	4232659174	4232659174
MENTAL HEALTH	MOCCASIN BEND MENTA	100 MOCCASIN BEND RD BUILDING WINSTON	CHATTANOOGA	4232659172	4232659172
MENTAL HEALTH	MOCCASIN BEND MENTA	100 MOCCASIN BEND RD	CHATTANOOGA	4232659147	4232659147
MENTAL HEALTH	MOCCASIN BEND MENTA	100 MOCCASIN BEND RD	CHATTANOOGA	4232659082	4232659082
MENTAL HEALTH	MOCCASIN BEND TN	100 MOCCASIN BEND RD UNIT 2	CHATTANOOGA	4232654961	4237569038
TDEC	HIWASSEE/OCOE SENIC RIVERS STATE PARK, OUTSIDE THE PARK OFFICE/VISITOR CENTER	407 SPRING CREEK ROAD	DELANO	4232631556	NONE

TDEC	DAVY CROCKETT B-PLACE STATE PARK POOL	95 DAVY CROCKETT PARK RD	LIMESTONE	4232572974	4232575481
TDEC	DAVY CROCKETT B-PLACE STATE PARK	1245 DAVY CROCKETT RD	LIMESTONE	4232572735	4232575381
TDEC	WARRIORS PATH STATE PARK MARINA	104 A WARRIOR DR	KINGSPORT	4232396157	4232399246
TDEC	WARRIORS PATH STATE PARK	1687 FALL CREEK RD	KINGSPORT	4232395846	4232399382
TDEC	WARRIORS' PATH STATE PARK CAMPGROUND	490 HEMLOCK RD	KINGSPORT	4232390511	4232398735
TDEC	WARRIORS PATH STATE PARK CAMPGROUND	490 HEMLOCK RD	KINGSPORT	4232390510	4232398574

ATTACHMENT 6.8 EQUIPMENT LIST

See attached Excel spreadsheet

ATTACHMENT 6.9

**STATE OF TENNESSEE
PAYPHONE SERVICE RFP
317.03-117
REFERENCE INFORMATION QUESTIONNAIRE**

Proposer's Name: _____

Reference (Client Organization) Name:

Person Responding To This
Request for Reference Information:

Printed Name

Signature (**MUST BE THE SAME AS THE SIGNATURE
ACROSS THE ENVELOPE SEAL**)

Person's Title: _____

Date Reference Form Was Completed: _____

NOTE: Reference should complete responses to the seven items that appear on the following pages. If completed using a Word document, use as much space as required. If completed manually, record response in space provided.

1. Describe the services provided by the vendor to your organization.
2. Please rate your overall satisfaction with the vendor on a scale of 1 to 5, with 1 being “least satisfied” and 5 being “most satisfied.”
3. If you answered 3 or less to the previous question, what could the vendor have done to improve their rating?
4. Please indicate your level of satisfaction with the Proposer personnel that you worked with to fill your Payphone Service needs? Use a scale of 1 to 5; with 1 being “least satisfied,” and 5 being “most satisfied.”
5. If you answered 3 or less to the previous question, what could the vendor have done to improve their rating?

6. As far as you know, has the vendor remained (or did the vendor remain) in compliance with the contract throughout their provision of services to your organization? If not, please explain.
7. Would you use the services of the vendor again? Indicate on a scale of 1 to 5: with 1 being “absolutely not” and 5 being “absolutely yes”.